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**KEY PERFORMANCE INDICATORS - Q3 2011**

| PROPERTY CRIME    | Q3 2011      | Q3 2010      | % Change     |
|-------------------|--------------|--------------|--------------|
| DISTRICT 1        | 2,728        | 2,874        | -5.1%        |
| DISTRICT 2        | 1,861        | 1,987        | -6.3%        |
| DISTRICT 3        | 1,909        | 1,986        | -3.9%        |
| DISTRICT 4        | 2,558        | 2,382        | 7.4%         |
| <b>CITY-WIDE*</b> | <b>9,065</b> | <b>9,235</b> | <b>-1.8%</b> |



| PROPERTY CLEARANCE TYPE | Q3 2011 | Q3 2010 | % Change |
|-------------------------|---------|---------|----------|
| UNFOUNDED               | 1.6%    | 2.0%    | -19.5%   |
| FOUNDED NOT CLEARED     | 90.2%   | 87.1%   | 3.5%     |
| CHARGED                 | 11.2%   | 11.7%   | -4.5%    |
| CLEARED BY OTHER MEANS  | 5.7%    | 6.3%    | -9.3%    |

| VIOLENT CRIME     | Q3 2011      | Q3 2010      | % Change    |
|-------------------|--------------|--------------|-------------|
| DISTRICT 1        | 404          | 395          | 2.3%        |
| DISTRICT 2        | 767          | 720          | 6.5%        |
| DISTRICT 3        | 338          | 353          | -4.2%       |
| DISTRICT 4        | 201          | 242          | -16.9%      |
| <b>CITY-WIDE*</b> | <b>1,712</b> | <b>1,710</b> | <b>0.1%</b> |



| VIOLENT CLEARANCE TYPE | Q3 2011 | Q3 2010 | % Change |
|------------------------|---------|---------|----------|
| UNFOUNDED              | 4.9%    | 7.2%    | -31.6%   |
| FOUNDED NOT CLEARED    | 44.8%   | 42.7%   | 5.0%     |
| CHARGED                | 37.3%   | 33.4%   | 11.8%    |
| CLEARED BY OTHER MEANS | 9.7%    | 9.5%    | 2.1%     |

| RESPONSE TMES     | Q3 2011      | Q3 2010      | % Change    |
|-------------------|--------------|--------------|-------------|
| DISTRICT 1        | 09:37        | 07:18        | 31.9%       |
| DISTRICT 2        | 08:15        | 10:33        | -21.9%      |
| DISTRICT 3        | 09:51        | 11:47        | -16.4%      |
| DISTRICT 4        | 09:52        | 10:43        | -8.0%       |
| <b>CITY-WIDE*</b> | <b>10:44</b> | <b>10:11</b> | <b>5.4%</b> |



| TRAFFIC INJURIES  | Q3 2011    | Q3 2010    | % Change      |
|-------------------|------------|------------|---------------|
| DISTRICT 1        | 51         | 63         | -19.0%        |
| DISTRICT 2        | 65         | 71         | -8.5%         |
| DISTRICT 3        | 69         | 113        | -38.9%        |
| DISTRICT 4        | 92         | 113        | -18.6%        |
| <b>CITY-WIDE*</b> | <b>277</b> | <b>360</b> | <b>-23.1%</b> |



| TRAFFIC DEATHS    | Q3 2011  | Q3 2010  | % Change     |
|-------------------|----------|----------|--------------|
| <b>CITY-WIDE*</b> | <b>3</b> | <b>2</b> | <b>50.0%</b> |



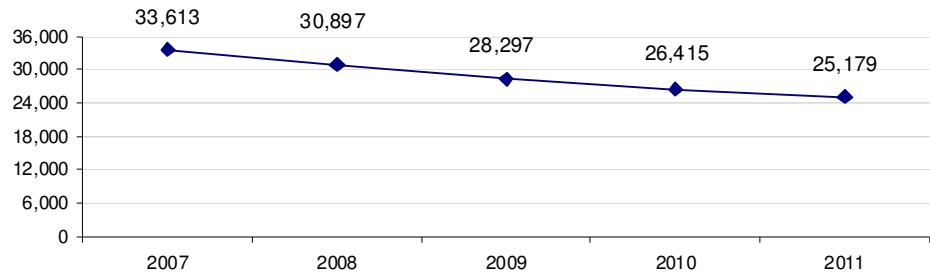
\* City-wide totals include incidents coded as location unknown



### TOTAL NUMBER OF INCIDENTS

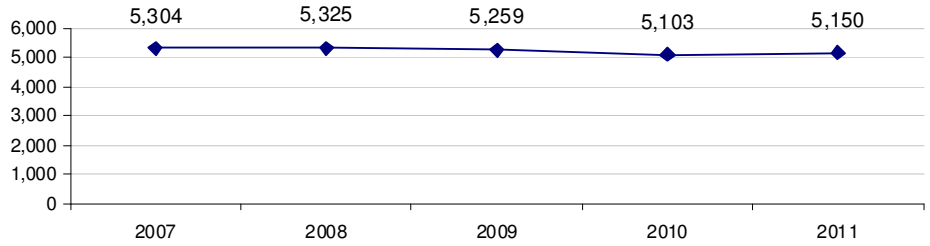
#### PROPERTY CRIME

YTD September 30th



#### VIOLENT CRIME

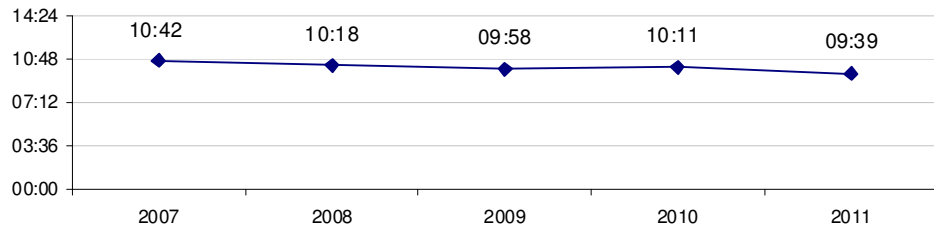
YTD September 30th



#### RESPONSE TIMES

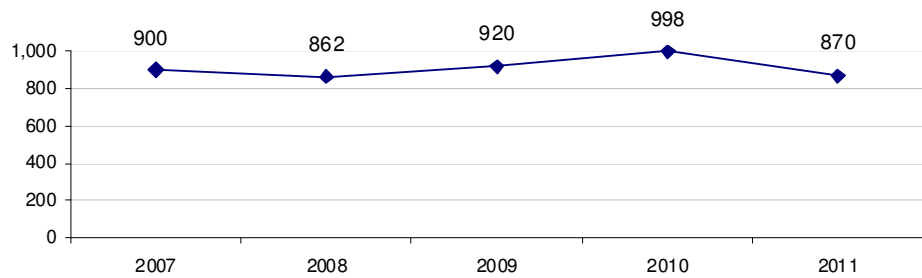
Minutes:Seconds

YTD September 30th



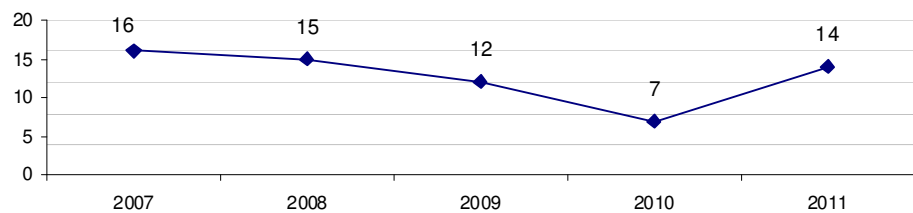
#### TRAFFIC INJURIES

YTD September 30th



#### TRAFFIC DEATHS

YTD September 30th





# KEY PERFORMANCE INDICATORS

Q3 2011

Planning, Research & Audit Section

October 2011



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## EXECUTIVE SUMMARY

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### **Property Crime**

The third quarter of 2011 showed a 1.8% decrease in property crime (9,065 offences) when compared to the same quarter last year (9,235 offences).

### **Violent Crime**

There were two more incidents of violent crime this quarter (1,712) than there were over the same time last year (1,710). This represents an increase of 0.1% in violent crime.

### **Clearance Rates**

In the third quarter of 2011 the VPD cleared 10.3% of property crimes as “Cleared by Charge”. This rate is 0.6% less than last year’s rate over the same time period and 1.6% less than last quarter.

“Cleared by Charge” violent crime clearance rates increased from 36.0% to 38.6% when compared to the same quarter last year. There were also 1.3% more “Cleared by Charge” incidents this quarter than compared to last quarter which reported a clearance rate of 37.3%.

### **Response Times**

Priority 1 response times in the third quarter of 2011 (10:44) are slower by 33 seconds (5.4%) when compared to the same quarter last year (10:11).

### **Traffic Attended Injuries & Deaths**

The VPD attended 83 less traffic injury calls in the third quarter of 2011 (277) compared to the same quarter last year (360). This represents a 23.1% 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 3 traffic fatalities that occurred in the third quarter of 2011 and 2 fatalities in the third quarter of 2010.

### **Annual Citizen Satisfaction Levels**

Citizen satisfaction survey results are reported annually. The 2011 results will be reported in the second quarter of the 2012 KPI Report.

### **Budget Variance**

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



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## INTRODUCTION

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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 third quarter of 2011 (Q3 2011). This quarter is compared to the same quarter the previous year (Q3 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 survey<sup>1</sup>

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<sup>1</sup> 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 third quarter of 2010 and 2011. As shown, property crime has decreased 1.8% city-wide when comparing this quarter to the same quarter last year.

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

|                  | Q3 2011      | Annual Comparison | Q3 2010      |
|------------------|--------------|-------------------|--------------|
| District 1       | 2,728        | -5.1%             | 2,874        |
| District 2       | 1,861        | -6.3%             | 1,987        |
| District 3       | 1,909        | -3.9%             | 1,986        |
| District 4       | 2,558        | 7.4%              | 2,382        |
| <b>City-wide</b> | <b>9,065</b> | <b>-1.8%</b>      | <b>9,235</b> |

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 |
|---------|----------------------|--|
| Q3 2010 | 9,235                | -5.4%                                    |
| Q4 2010 | 8,294                | -3.6%                                    |
| Q1 2011 | 7,929                | -7.2%                                    |
| Q2 2011 | 8,060                | -6.7%                                    |
| Q3 2011 | 9,065                | -1.8%                                    |



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     |
| <b>Property Crime</b>  | <b>71.33</b> | <b>65.78</b> | <b>58.85</b> | <b>53.97</b> | <b>-7.8%</b> | <b>-10.5%</b> | <b>-8.3%</b> | <b>-24.3%</b> |
| 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

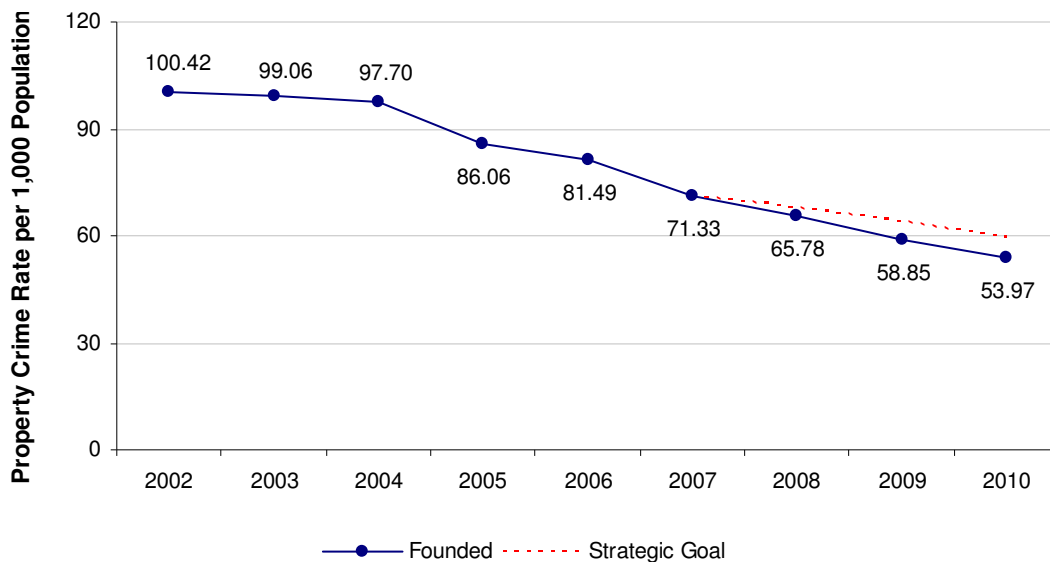




Table 4 shows property crime “Cleared by Charge” rates in the third quarter of 2011 decreased from 10.9% to 10.3% when compared to the same quarter last year. There was also a decrease in incidents “Cleared by Charge” this quarter than when compared to last quarter, more specifically 11.9% to 10.3%.

Table 4: Property Crime Clearance Rates

| Clearance Type         | Current (Q3 2011) | Last Year (Q3 2010) | Last Quarter (Q2 2011) |
|------------------------|-------------------|---------------------|------------------------|
| Unfounded              | 1.5%              | 1.8%                | 1.7%                   |
| Founded Not Cleared    | 83.0%             | 81.4%               | 80.1%                  |
| Charged                | 10.3%             | 10.9%               | 11.9%                  |
| Cleared by Other Means | 5.3%              | 5.9%                | 6.3%                   |



**VIOLENT CRIME & CLEARANCE RATES**

Table 5 shows the breakdown of violent crime by District during the third quarter of 2010 and 2011. City-wide, violent crime is up 0.1% when compared to the same time last year.

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

|                  | Q3 2011      | Annual Comparison | Q3 2010      |
|------------------|--------------|-------------------|--------------|
| District 1       | 404          | 2.3%              | 395          |
| District 2       | 767          | 6.5%              | 720          |
| District 3       | 338          | -4.2%             | 353          |
| District 4       | 201          | -16.9%            | 242          |
| <b>City-wide</b> | <b>1,712</b> | <b>0.1%</b>       | <b>1,710</b> |

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 |
|---------|---------------------|--|
| Q3 2010 | 1,710               | -7.7%                                    |
| Q4 2010 | 1,610               | -4.1%                                    |
| Q1 2011 | 1,640               | -5.3%                                    |
| Q2 2011 | 1,788               | 7.6%                                     |
| Q3 2011 | 1,712               | 0.1%                                     |



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     |
| <b>Violent Crime</b> | <b>11.66</b> | <b>11.49</b> | <b>11.07</b> | <b>10.44</b> | <b>-1.5%</b> | <b>-3.7%</b> | <b>-5.7%</b> | <b>-10.5%</b> |
| 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

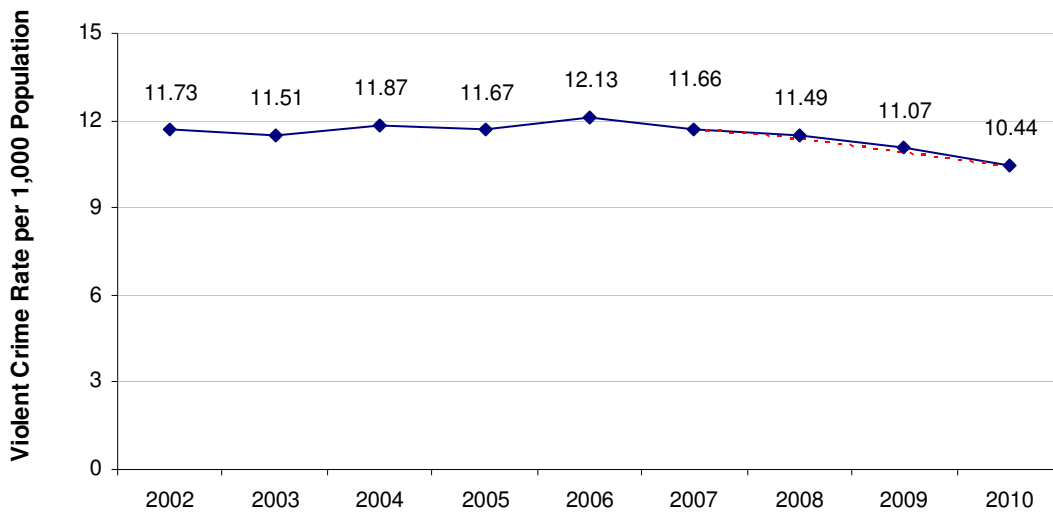




Table 8 shows “Cleared by Charge” violent crime clearance rates increased from 36.0% to 38.6% when compared to the same quarter last year. There were also 1.3% more “Cleared by Charge” incidents this quarter than compared to last quarter which reported a clearance rate of 37.3%.

Table 8: Violent Crime Clearance Rates






| Clearance Type         | Current (Q3 2011) | Last Year (Q3 2010) | Last Quarter (Q2 2011) |
|------------------------|-------------------|---------------------|------------------------|
| Unfounded              | 5.1%              | 7.8%                | 6.0%                   |
| Founded Not Cleared    | 46.3%             | 46.0%               | 46.9%                  |
| Charged                | 38.6%             | 36.0%               | 37.3%                  |
| Cleared by Other Means | 10.0%             | 10.2%               | 9.8%                   |



### 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. Overall, city-wide P1 response times were slower by 5.4% or thirty-three seconds.

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

|                  | Q3 2011      | Annual Comparison  | Q3 2010      |
|------------------|--------------|--|--------------|
| District 1       | 09:37        | <br>31.9%         | 07:18        |
| District 2       | 08:15        | <br>-21.9%        | 10:33        |
| District 3       | 09:51        | <br>-16.4%       | 11:47        |
| District 4       | 09:52        | <br>-8.0%       | 10:43        |
| <b>City-wide</b> | <b>10:44</b> | <br><b>5.4%</b> | <b>10:11</b> |

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.

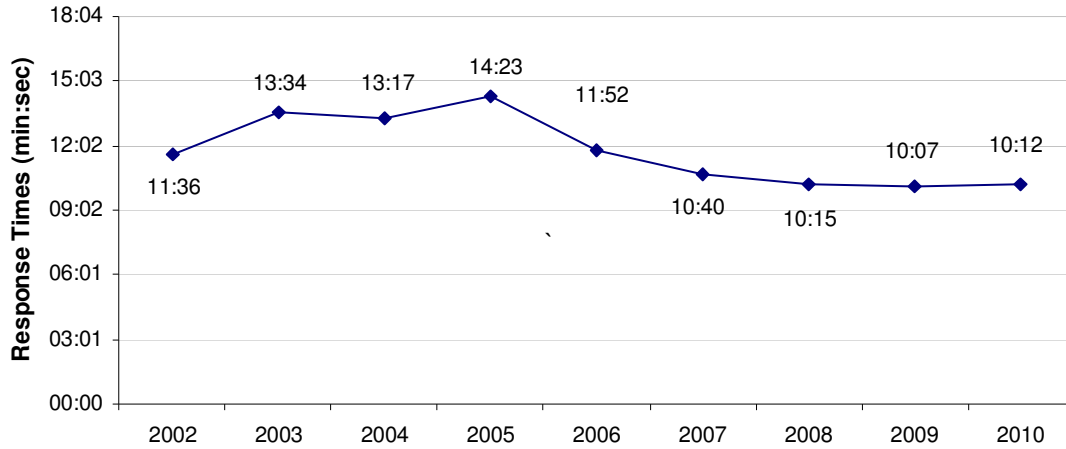
Table 10: Recent Priority 1 Response Times

| Quarter | Response Time | % Change From Same Quarter Previous Year |
|---------|---------------|--|
| Q3 2010 | 10:11         | 1.3%                                     |
| Q4 2010 | 09:39         | -8.6%                                    |
| Q1 2011 | 08:56         | -16.2%                                   |
| Q2 2011 | 10:22         | 0.3%                                     |
| Q3 2011 | 10:44         | 5.4%                                     |



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





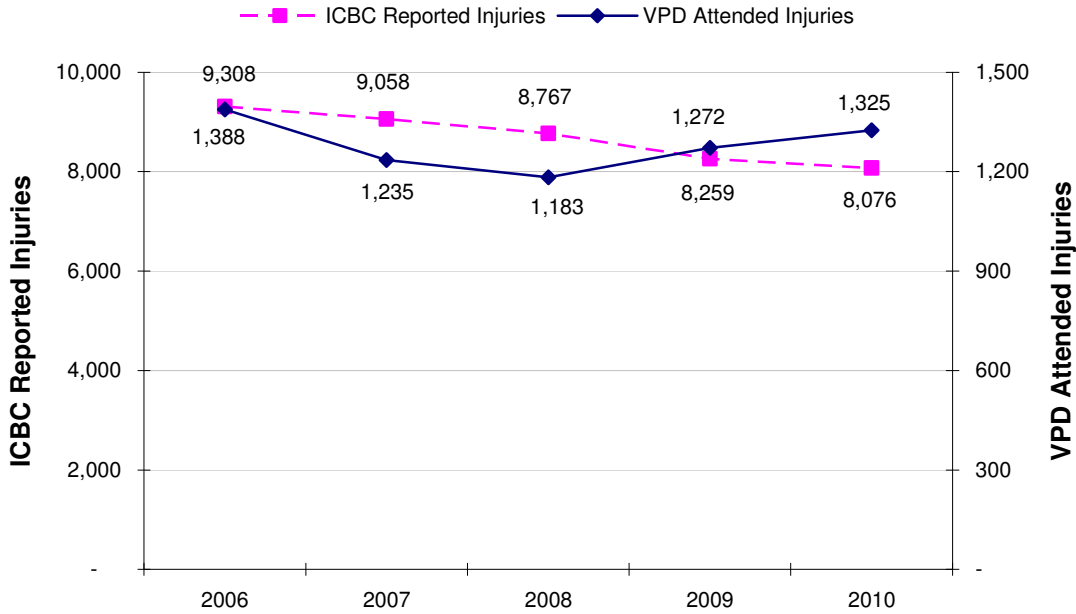


### TRAFFIC RELATED INJURIES & DEATHS

ICBC<sup>2</sup> 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).

<sup>2</sup> Data received from ICBC

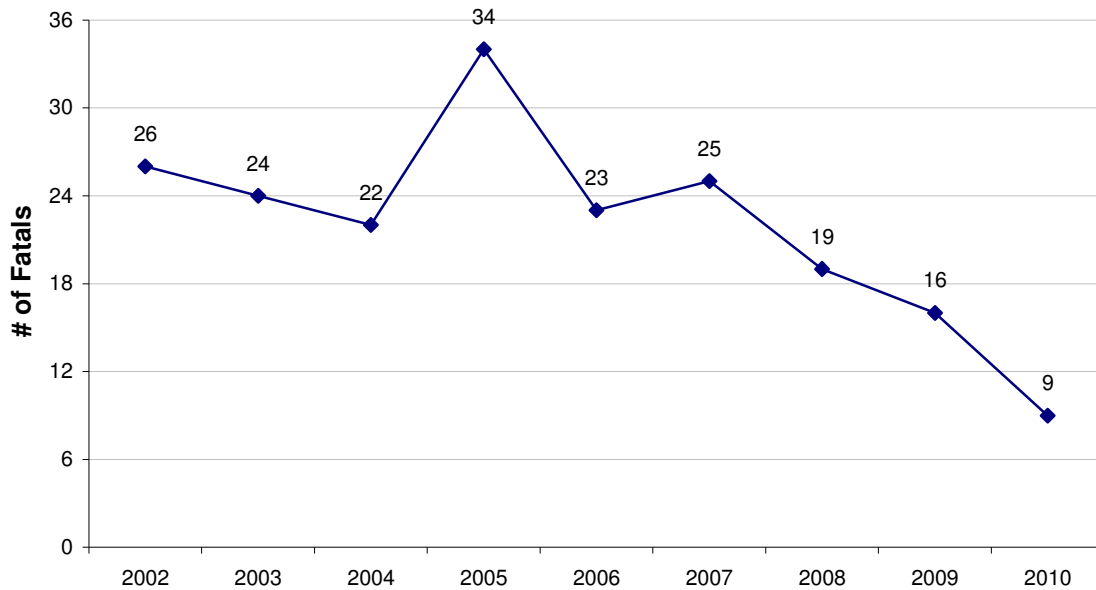


Table 11 compares the number of fatal traffic incidents and deaths seasonally as well as by quarter<sup>3</sup>.

Table 11: Fatal Traffic Incidents

| Quarter | # of Incidents | # of Deaths | Quarter | # of Incidents | # of Deaths |
|---------|----------------|-------------|---------|----------------|-------------|
| 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 | 4              | 6           | Q2 2010 | 2              | 2           |
| Q3 2011 | 3              | 3           | Q3 2010 | 2              | 2           |

Figure 5: Fatalities Resulting in Motor Vehicle Incidents



<sup>3</sup> 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.



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## APPENDIX

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### 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 642,843<sup>4</sup>.

*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 Offence<sup>5</sup>
- Assault
- Robbery

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<sup>4</sup> BC Stats as of March 30, 2011.

<sup>5</sup> On September 9<sup>th</sup>, 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.