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Police Performance Metrics and Calls for Service

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Summit on The Economics of Policing & Community Safety

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Statistics
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National Justice Statistics Initiative (NJSI)

- The NJSI is unique **partnership** in that it represents a collaborative effort in which **all jurisdictions** share authority and responsibility for developing and achieving **common criminal justice objectives**.
- The mandate of the NJSI is to provide information to the justice community and the public on the nature and extent of **crime** and **victimization** and the **administration of criminal** and **civil justice** in Canada.

The need for police performance metrics

- **Crime rates** have continued to decline since the early 90s along with the **crime severity index** since its inception.
- Policing **expenditures** have **increased** over the past decade.
- Raises questions about police workload:
 - What are police spending their time on?
 - Are taxpayers getting a return on their investment?

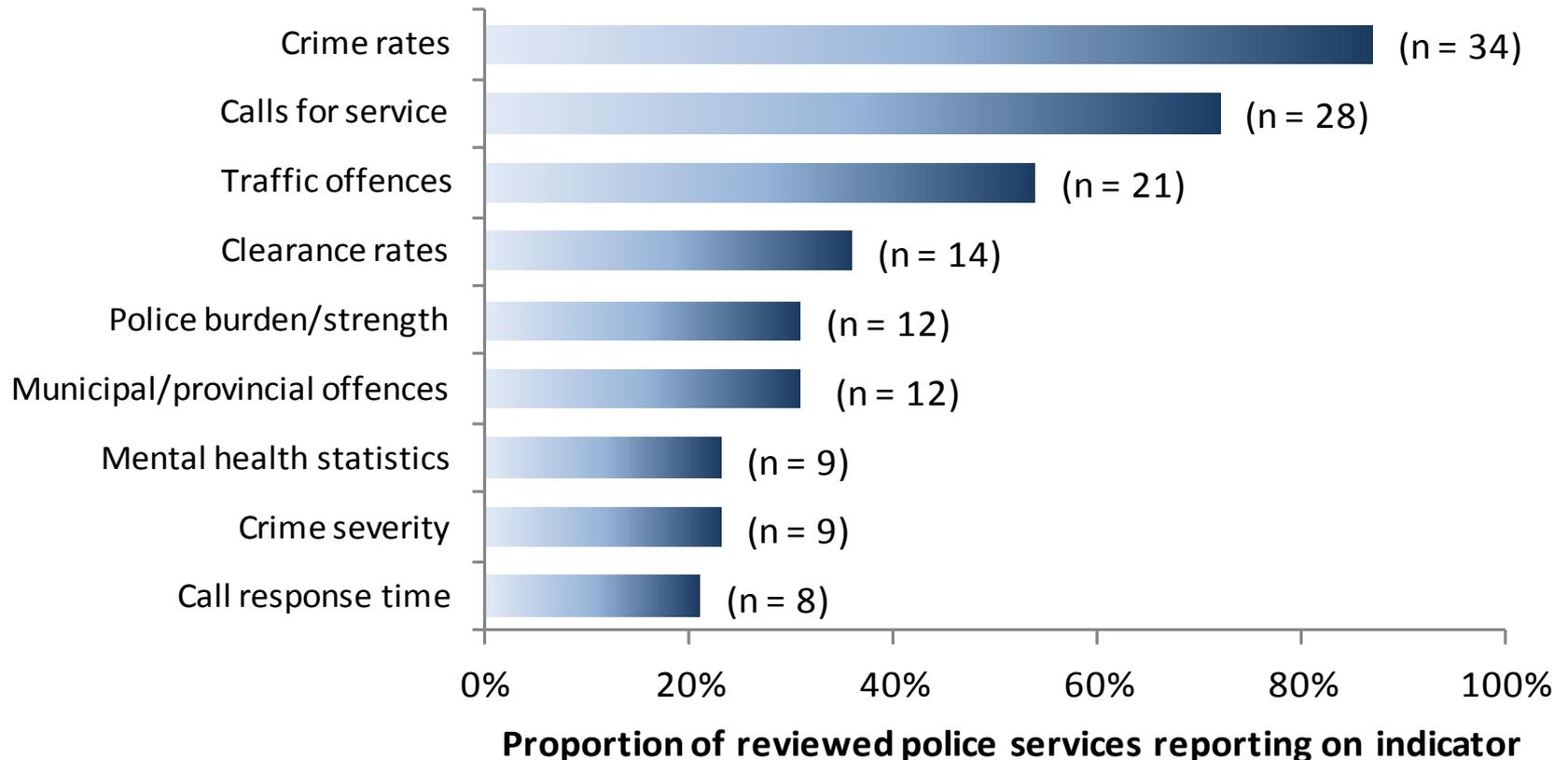
Police Performance Metrics: The Current Situation



- **No legislative requirements on the use of specific performance measures.**
- **No common model or framework** for measuring performance.
- Over-reliance on **traditional policing metrics.**
- Too often, performance metrics attempt to measure **“everything and anything”**.
- Very few measurement frameworks developed with a **clear focus on core strategic policing outcomes.**

Current basket of indicators

A review of public performance reports produced by 39 police services across Canada representing all provinces for which a report was available revealed:



Police Performance Metrics – The current project

- The CCJS, in partnership with Public Safety Canada, will lead the development of a **national framework** around police performance metrics.
- The CCJS will develop this framework in **close collaboration** with policing partners as well as team up with **provincial frameworks** that are already under development.
- In keeping with the Economics of Policing Shared Forward Agenda, the framework will emphasize measures of **efficiency** and **effectiveness**.

Measuring What Matters: Best Practices

- **National framework** of police performance metrics **requires** that:
 - it is **broad** enough to apply to all police services involved;
 - identifies a **small number of key indicators**;
 - emphasizes **stable, long-term** reporting objectives— with trend analysis in mind; and
 - focuses on **core strategic policing outcomes** to assist in better decision making.

A Multi-Phase Project

Preliminary Research (complete)	Environmental scan Establish connections with key partners
Phase I: Identifying police service needs and feasibility (late 2014/2015, 2015/2016)	Undertake Calls for Service (CFS) classification consultation Undertake police performance metrics consultation Pilot examining feasibility of CFS data collection
Phase II: Solidifying the framework (2015/2016)	Distribute results of consultation for feedback Recommend preliminary short and long-term national indicators Engage in discussion with partners on costing measures associated with indicators
Phase III: Delivery of framework (2015/2016, early 2016/2017)	Establish national data requirements Establish conceptual framework
Phase IV: Delivery of Systems (unfunded) (2016/2017)	Begin building systems for data extraction and collection Ongoing data quality assessments

Preliminary findings from consultations: PPM

- Similar strategic priorities feed into performance reporting; top endorsed themes include **safe/healthy communities, reduction of crime, reduced victimization, positive public relations and communication, community partnerships.**
- Most police services agree with the use of a three-piece police activity model to measure the scope of police work: **administrative, proactive, and reactive** police as a complete activity model.
- Challenges include the potentially **limited availability of data** in the administrative and proactive components of the model.
- Mental health data presents a challenge as services have **different methods and criteria** for identifying persons or incidents involving an individual with suspected mental health problems.

Insights on Mental Health and Contact with Police

**Canadian population
aged 15 and older**
28M people

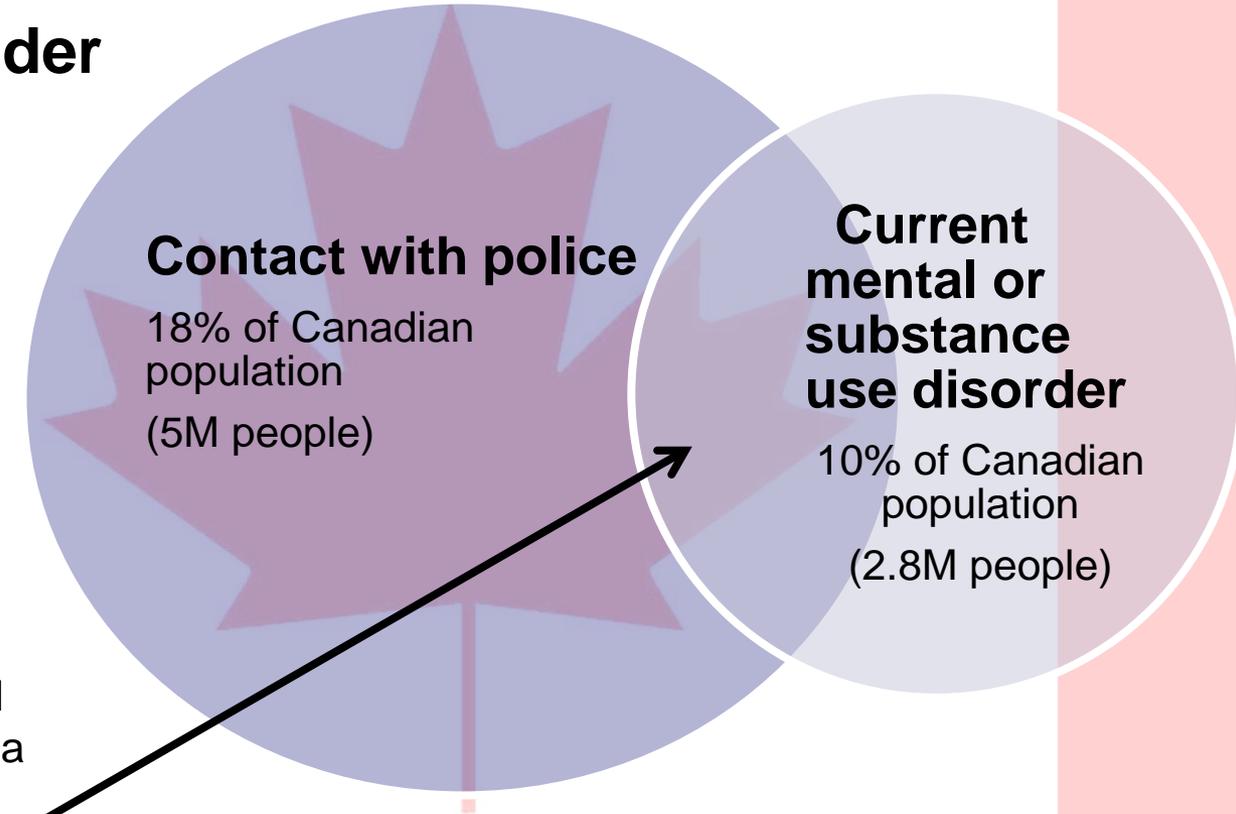
Contact with police

18% of Canadian
population
(5M people)

Current mental or substance use disorder

10% of Canadian
population
(2.8M people)

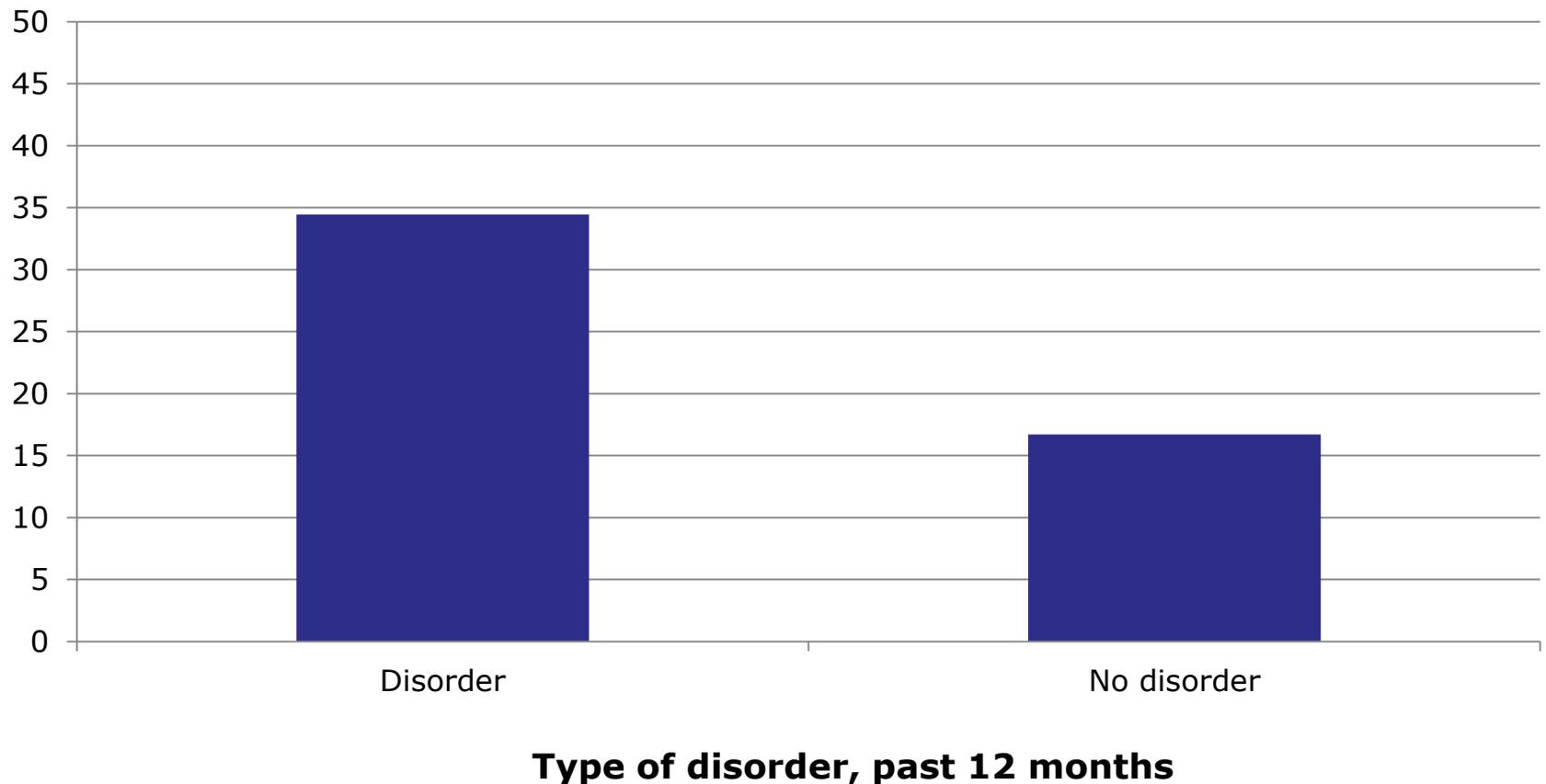
19% of people who had
contact with police had a
current mental or
substance use disorder
(950,000 people)



Contact with police:

A higher proportion of Canadians with a disorder have contact with police

Proportion of Canadians, aged 15 and older who had contact with police



Source: Statistics Canada, Canadian Community Health Survey - Mental Health (2012).

Mental disorders and perceived need for care associated with increased odds of contact with police

- The presence of a mental health condition is associated with increased odds of having contact with police, even when controlling for age, sex, Aboriginal status.
- Those who reported a need for mental health care had greater odds of contact with police, regardless of whether those needs were met or unmet.
- Similar results exist when we exclude contact with police for a traffic violation.

Preliminary findings from consultations: CFS

- Police services have a wealth of data related to CFS, call types, and call priority levels.
- Challenges include the **wide variety** of call categories across services and **differences** in the designation of call priority levels.
- A comprehensive **mapping document** will need to be developed to **reconcile** data across services and populate national indicators.

Pilot Examining Feasibility of CFS Data Collection



- 5 Pilot Sites
- Focus on **mental health related** calls, **domestic disturbances** and **missing persons**
- Key issues :
 - Number and source of **calls for service**;
 - Number and type of **units dispatched**;
 - Amount of service **time spent** on these calls;
 - Amount of **hospital wait time**;
 - **Criminal incidents and charges**, if any;
 - **Persons involved**.

Pilot Examining Feasibility of CFS Data Collection (cont'd)

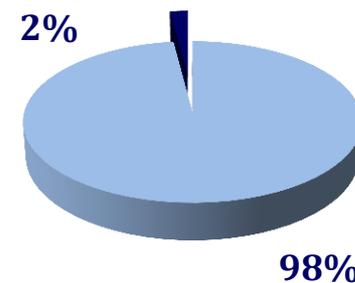


- Detailed analysis to be completed by the CCJS throughout the summer and fall of 2015.
- Comprehensive report identifying opportunities and challenges of collecting national level calls for service data to be presented to the Police Information & Statistics (*POLIS*) Committee of the Canadian Association of Chief's of Police (*CACP*) in September 2015.

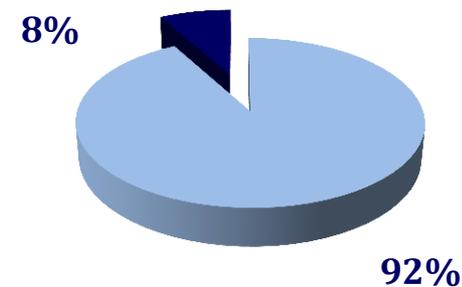
Mental Health Calls: Pilot Site Example

Calls for Service, 2013	Total Occurrences	Mental Health Occurrences
Number of Occurrences	301,237	6,176
Number of Units Dispatched	333,259	26,363
Hours of Service Time	237,496.64	25,654.18
Hours Spent at Hospital	7,007.00	4,170.79
Hours of Service Time per Occurrence	0.79	4.15

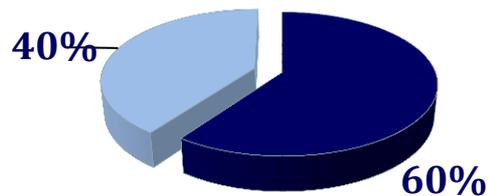
Occurrences



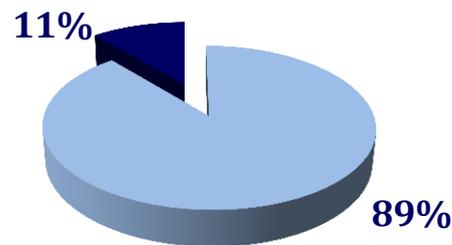
Units Dispatched



Hours at Hospital



Service Time



Beyond Calls for Service: Re-contact with the Justice System

- The re-contact project aims to provide on-going, **high quality indicators of re-contact** with, and **pathways through**, the Canadian **criminal justice system** from policing through corrections.
- The availability of nationally comparable and **robust indicators** of re-contact are essential for:
 - evidence-based decision-making;
 - effective justice policy review; and
 - to assist in addressing the information needs of criminal justice agencies in evaluating justice system effectiveness and resource utilization.

Three key indicators of re-contact

1. **Prevalence:** what proportion of people who came into contact with police/courts/corrections had a subsequent contact within a 4-year period?
2. **Frequency:** of those who did have a re-contact, how many subsequent contacts did they have within a 4-year period?
3. **Time to re-contact:** how much time elapsed between the first and second contacts?

Prevalence and Frequency of re-contact (4 year follow-up)

		Person count (N)	Person (%)	Contacts (N)	Contacts (%)
Policing¹	1 contact	22,225	58	22,225	23
	2-4 contacts	10,848	28	28,631	30
	5 or more contacts	5,145	14	44,342	47
Courts²	1 contact	5,642	55	5,642	24
	2-4 contacts	3,669	35	9,583	43
	5 or more contacts	1,081	10	7,452	33
Corrections³	1 contact	5,102	44	5,102	17
	2-4 contacts	4,427	39	12,086	40
	5 or more contacts	1,896	17	13,122	43

¹ Toronto Police Service – youth & adult

² Nova Scotia Courts - youth & adult

³ Saskatchewan Adult Corrections – federal and provincial

Elapsed time between first and second contact (4 year follow-up)

Time to re-contact	Policing ¹		Courts ²		Corrections ³	
	Person %	Cumulative %	Person %	Cumulative %	Person %	Cumulative %
6 months	45	45	32	32	44	44
12 months	18	63	21	53	19	63
18 months	12	75	15	68	11	74
24 months	8	83	10	78	7	81
36 months	10	93	13	91	11	92
48 months	7	100	9	100	8	100
Total	100		100		100	

¹ Toronto Police Service – youth & adult

² Nova Scotia Courts - youth & adult

³ Saskatchewan Adult Corrections – federal and provincial

Moving Forward: The Role of the CCJS and NJSI

- **Engage** with municipal, provincial and federal stakeholders to move beyond traditional metrics.
- **Lead the development** of an innovative National Framework for Police Performance Metrics in **collaboration** with key partners.

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