

APPENDIX B: PERFORMANCE MEASURES FOR 2021 (YEAR TWO)

PERFORMANCE MEASURES UNDER OUR COMMUNITY

Performance Measure	2021 (Year 2) Indicators and Feedback
Community Satisfaction Rate	The Community and Businesses Surveys are on-going in 2022 and the community satisfaction rate will be available in 2023
Feedback on our engagement activities	<p>Despite continued restrictions because of COVID-19, all Districts adapted their frontline and Community Oriented Response initiatives to enhance visibility and engagement within the community. These initiatives included:</p> <ul style="list-style-type: none"> • Distribution of Crime Prevention handouts and information on registry for local businesses • Attending local cultural and entertainment events in-person and virtually • Establishing collaborative groups working with several associations and committees • Traffic safety and enforcement initiatives including a youth bicycle safety video, pedestrian visibility video, and continued distracted driving campaign in partnership with York Region Transit
Participation in crime prevention programs	York Regional Police held 331 presentations on crime prevention with 5,501 community participants. These presentations focused on various topics including meetings with Neighbourhood Watch community members, District Community Liaison Committees (DCLC), the Police Community Advisory Council (PCAC), the Integrated Strategic Community Advisory Council (ISCAC) and the Security Camera Registry program. Two Youth Crime Prevention Academies were hosted virtually by York Regional Police (YRP) with a successful turnout including over 400 York Region youth partaking. YRP virtually hosted the November Central Ontario Crime Prevention Association (COCPA) conference with over 200 Crime Prevention officers from across Ontario in attendance
Ranking in all Crime Severity Index (CSI) categories (Source: Statistics Canada 2020)	<p>When compared with national comparators, YRP ranked first (lowest crime severity) in Violent Crime and second in Non-Violent Crime (behind Peel)</p> <p>When compared with provincial comparators, YRP ranked second in Violent Crime (behind Halton) and third in Non-Violent Crime (behind Halton and Peel)</p>
Violent crime clearance rates (Source: YRP Internal Statistics, 2021)	57.2% in 2021, down from 60.8% in 2020
Number of R.I.D.E. hours and number of vehicles stopped	824 hours logged with 32,937 vehicles stopped resulted in 104 Criminal Code charges laid

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Number of Road Watch reports	2,413 Road Watch reports filed
Number of social media followers	Twitter: 188,600 Facebook: 61,000 Instagram: 28,100
Number of joint emergency preparedness activities	Six full critical incident command joint emergency preparedness activities conducted that included active attacker, hostage rescue, critical infrastructure cyber attack, and building collapse scenarios. Together with local policing partners, these scenarios were conducted at Cortellucci Vaughan Hospital, Upper Canada Mall, and Community Safety Village
Number of follow-ups by York Regional Police social workers	Mental Health Support Team Social Worker: 1174 follow-ups Personal Safety Social Worker: 1853 follow-ups
Number of outreach uniform recruiting events	45 outreach events both virtual and in-person. Events consisted of targeted community recruiting information sessions, post-secondary student and faculty engagement sessions, recruiting mock interview sessions, and targeted police fitness practice testing sessions.
Number of community events	The Chief of Police attended 36 in-person and virtual events Members of Community Services, including YRP Volunteers and Auxiliary officers attended 234 events such as senior safety workshops, food drives, the Afro-Caribbean Cultural festival, Taste of Asia festival and Hate Crime prevention events

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PERFORMANCE MEASURES UNDER OUR PEOPLE

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Feedback on quality of learning and training opportunities	<ul style="list-style-type: none"> • “Interesting specialty unit presentations. Scenarios were challenging, but I learned a lot.” • “Overall the entire course was very well thought out, and I feel like I am able to apply the knowledge learned throughout the course on the road.” • “I was able to seamlessly navigate the Virtual classroom and the LMS (Learning Management System). It also provided me the opportunity to immediately get to my desk to begin my daily duties once the course was finished (no commuting time!)” • “In this fast paced, fragmented and energy depleting world it is rewarding to welcome into our lives any information or skillset that might aid in finding balance in life. This course provides a tool that certainly has the ability to help an individual cope.” • “Great job. Keep up the good work and keep coming with courses that help the YRP staff to become stronger both at work and at home.”
Number of training courses	Approximately 228 internal courses and 191 unique e-learning courses (Net internal hours of completed training is approximately 145,000 including over 11,000 hours of completed e-learning courses through the Learning Management System)
Number of internal job postings	<ul style="list-style-type: none"> • 84 Total civilian postings (117 total vacancies) • 47 Permanent postings (60 vacancies) & 37 Temporary postings (57 vacancies) • 34 Permanent civilian vacancies filled by internal candidates (57%) • 22 Temporary civilian vacancies filled by internal candidates (36%)
Top employer designation	<p>Named Greater Toronto’s Top 100 Employers for 2021 (6th year running)</p> <p>Named Canada’s Top 100 Employers for Young People for 2021 (3rd year running)</p>
Participation in Internal Support Networks (ISNs)	<p>Total ISN members: 356</p> <p>ISN Special Events and Accomplishments:</p> <ul style="list-style-type: none"> • East-Southeast Asian (ESEA) ISN created and members sponsored a refugee family as part of Holiday Heroes initiative • YRP Pride ISN co-hosted three Positive Space Training workshops • Various Professional Development Lunch and Learn events co-hosted by Women in Leadership (WIL) ISN, Can Be Conquered ISN, and African-Caribbean Canadian ISN • “60-60-60 Human Rights Challenge” fulfilled by all ISNs
Number of initiatives created	Wellness Bureau:

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that support member wellbeing	<p>Administered several initiatives which include learn to run classes, meal planning guides, yoga classes, member reintegration training, and sleep training for shift workers course</p> <p>New Wellness centre opened, embedded health services provider program implemented, hiring of two Mental Health Clinicians, and launch of WellnessFirst app</p>
Participation in wellness programs	<p>Peer Support:</p> <ul style="list-style-type: none"> • 3,830 service hours delivered for an average of 60 hours per peer • 581 Injured on Duty (IOD) follow-ups for operational stress exposure • 134 requests for service from Professional Standards for support <p>Psychological Health:</p> <ul style="list-style-type: none"> • Approximately 500 members seen in 2021 (75 members via general referrals and approximately 400 via Safeguard) • 309 individual clinical (i.e. non-Safeguard related) sessions delivered
Feedback on wellness programs	<p>Wellness Bureau:</p> <ul style="list-style-type: none"> • “Peer support was amazing. I can't say enough great things about what they did for me. Having a peer who could relate on some level and provide answers to some of my questions about next steps took so much stress off my shoulders.” • “Overall I think the department does a very good job humanizing these situations.” • Blarney (support service dog) brings calm and smiles to everyone whenever she is in a room. Her presence activates the relaxation response in some people. In that sense, she is invaluable. Please continue her as part of our wellness/peer support.” • “I’m someone who is not used to dogs at all. I’m actually afraid of them, but I am not afraid of Blarney at all. I have PTSD and the first time I met Blarney she followed me down the hallway. Getting to know her more she often comes to get petted and I find when I’m doing it I’m only thinking of her and how happy she is. It stops my mind from racing and thinking about anything else. Removing Blarney would be a disservice to our members in need of her peaceful and calming demeanour, she is needed now more than ever.”

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Effective implementation and use of new technologies and tools	<p><i>Information Technology:</i></p> <ul style="list-style-type: none"> • Eighty smartphones purchased to fulfill Connected Officer Program mobility solutions including eNotes project • Implemented and trained all sworn members in Axon In-Car Camera System and Digital Evidence Management System (DEMS) • Axon Capture mobile application implemented for officers to take audio statements, videos and pictures when investigating • Additional YRP Bots launched to automate service requests and public inquiries • On-going cloud migration of data backups as part of the Disaster Recovery Plan • Expanded Everbridge notification system for key members in the event of an emergency • Completed final year of deployment of Panasonic CF33 to all fleet vehicles • Signed software implementation contract for Facial Recognition software in collaboration with Peel Regional Police <p><i>Business Intelligence & Analytics Unit:</i></p> <ul style="list-style-type: none"> • Launched Community Safety Data Portal in November 2021 • Creation of new Use of Force and Corporate Development Dashboards to better track YRP members' mandatory training • Enhancement of existing Dashboards to improve platoon staffing levels and deployment targets
Feedback on new technologies and tools	<p><i>Information Technology:</i></p> <ul style="list-style-type: none"> • Axon In-Car Camera System enhances officers' user experience. It also provides seamless integration to DEMS, and streamlines the evidence disclosure processes • Axon Capture brings efficiency to collect and submit video, images and audio to Digital Evidence Management System (DEMS) via smartphone or CF33 tablet <p><i>Business Intelligence & Analytics Unit:</i></p> <ul style="list-style-type: none"> • New Community Safety Data Portal (CSDP) has supported initiatives created by Community Services, Road Safety, and Community Oriented Response units • Local community groups and Neighbourhood Watch programs attended several CSDP demonstrations and training sessions. Community members have been appreciative of the portal's new functionality that makes it easier to identify crime trends and community safety alerts in their neighbourhood.