APPENDIX B: PERFORMANCE MEASURES FOR 2022 (YEAR THREE)

PERFORMANCE MEASURES UNDER OUR COMMUNITY

Performance Measure	2022 (Year 3) Indicators and Feedback
Community Satisfaction Rate	Respondents to the 2022 Community Survey gave York Regional Police a 92.1% satisfaction rate
Feedback on our engagement activities	Districts adapted their frontline and Community Oriented Response initiatives to enhance visibility and engagement within the community. These initiatives included: • Crime Prevention Officers provided tips regarding commonly reported crimes on the Community Safety Data Portal • Created new standardized crime prevention pamphlets for distribution, as well as a streamlined Crime Prevention Through Environmental Design (CPTED) report document • Ongoing efforts to provide presentations to businesses and members of the community to promote the video camera registry • Worked with Integrated Strategic Community Advisory Council (ISCAC) through 2022 in their development of their own website to promote the camera registry as a community driven initiative
Participation in crime prevention programs	York Regional Police held 164 presentations on crime prevention with 4,920 community participants. These presentations focused on various topics such as surveillance cameras, neighbourhood watch, holiday crime trends, grand parent scams, and CPTED. Two Youth Crime Prevention Academies were hosted virtually by York Regional Police (YRP) with 265 York Region youth partaking
Ranking in all Crime Severity Index (CSI) categories (Source: Statistics Canada 2021)	When compared with national comparators, YRP ranked first (lowest crime severity) in Violent Crime and second in Non-Violent Crime (behind Peel) When compared with provincial comparators, YRP ranked second in Violent Crime (behind Halton) and third in Non-Violent Crime (behind Halton and Peel)
Violent crime clearance rates (Source: YRP Internal Statistics, 2022)	The violent crime clearance rate is 55.2% in 2022, down from 57.2% in 2021
Number of R.I.D.E. hours and number of vehicles stopped	647 hours logged with 13,820 vehicles stopped resulted in 68 Criminal Code charges laid
Number of Road Watch reports	2,702 Road Watch reports filed

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Performance Measure	2022 (Year 3) Indicators and Feedback
Number of social media followers	Twitter: 205,100 Facebook: 66,000 Instagram: 31,400
Number of joint emergency preparedness activities	Over 25 joint emergency preparedness activities completed, including: • Assisted all four hospitals with their police related emergency codes • Attended and participated in all nine municipalities mandated emergency operation centre activations. These exercises addressed train derailments, cyber security, large scale motor vehicle collision, weather events • Assisted in the creation of a Regional Training and Exercise Working Group to ensure all community stakeholders are on the same page in regards to Emergency Preparedness and YRP response to their emergencies • Assisted the York Region District School Board with their lockdown and bomb threat procedure
Number of follow-ups by York Regional Police Social Workers	Mental Health Support Team Social Worker: 963 follow-ups Personal Safety Social Worker: 1,027 follow-ups
Number of outreach uniform recruiting events	87 outreach events both virtual and in-person Events consisted of community recruiting information sessions, post-secondary student and faculty engagement sessions, mock interview sessions, career fairs, community events and targeted police fitness practice testing sessions
Number of community events	The Chief of Police attended 77 in-person and virtual events

PERFORMANCE MEASURES UNDER OUR PEOPLE

Performance Measure	2022 (Year 3) Indicators and Feedback
Feedback on quality of learning and training opportunities	Samples of participant feedback from various training opportunities: • Instructors were passionate, provided ample opportunity for questions and answered thoroughly. The sessions were very engaging with case and story-focused discussions rather than PowerPoint focused • I like that I was challenged to get out of my comfort zone pretty much immediately. I took the course for that reason and I was not disappointed • The course was very structured and organized and presented in a friendly and efficient way. The virtual classroom setting was easy to navigate • I have taken several virtual courses recently and this course was scaled perfectly. The material directly related to the topic. The amount of material fit within the timeline. The length of time required for the homework was appropriate. The break out sessions were good. The lessons learned are applicable to work and personal life • This was a great course and I was able to learn a lot from it. I was able to apply the skills I learned in both my personal life and in the workplace. I would definitely recommend the course to my colleagues! • I appreciate the effort to offer different learning opportunities with new delivery methods. I also think it is great that you are accepting feedback in relation to how this works out for people taking the courses
Number of training courses	Offered 234 internal courses and 214 unique e-learning courses (Net internal hours of completed training is approximately 155,000 including over 22,500 hours of completed e-learning courses through the Learning Management System)
Number of internal job postings	• 103 Total civilian postings (175 total vacancies) • 73 Permanent postings (96 vacancies) & 30 Temporary postings (79 vacancies) • 59 Permanent civilian vacancies filled by internal candidates (61%) • 11 Temporary civilian vacancies filled by internal candidates (14%)
Top employer designation	Named **Greater Toronto's Top 100 Employers** for 2022 (7th year running) Named **Canada's Top 100 Employers for Young People** for 2022 (5th year running)

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Performance Measure	2022 (Year 3) Indicators and Feedback
Participation in Internal Support Networks (ISNs)	Total ISN members: 475 ISN Special Events and Accomplishments: • African-Caribbean Canadian – Led YRP's Anti-Black Racism Internal Working Group in tabling a report that aims to identify barriers and provide recommendations relating to anti-Black racism within YRP • YRP Pride – Involved in approximately 20 community initiatives to help raise awareness and support 2SGLBTQ+ • East-Southeast Asian – Partnered with the Canadian Chinese Youth Athletic Association, a non-profit that promotes sports, fair play and a sense of community for youth. A 2022 Celebrity Classic charity basketball game was held to help raise funds for the Jeremy Lin Foundation and the CCYAA's new community centre • Working with Restrictions – Held an event in support of multiple sclerosis to raise awareness amongst YRP members
Number of initiatives created that support member wellbeing	The Wellness Bureau added two mental health providers in support of YRP's embedded wellness program. All districts now have dedicated wellness teams assigned. In partnership with York Regional Police Association (YRPA), a Family Wellness Counsellor was hired to support education and wellness of family members of YRP staff. The Reintegration unit was established and team began development of formal program to reintegrate staff following critical incidents and long-term leaves. New Peer Support service dog, Meghan, began training to ensure longevity of support dog program
Participation in wellness programs	*Peer Support:* • 4,162 service hours delivered by volunteer peers for an average of 66 hours per peer • 769 Injured on Duty (IOD) follow-ups for operational stress exposure • 105 requests for service from Professional Standards for support • 140 outreach contacts for members off work for extended leaves *Psychological Health:* • Approximately 650 members seen in 2021 (200 members via general referrals and approximately 450 via Safeguard) • 456 individual clinical (i.e. non-Safeguard related) sessions delivered *Spiritual Health:* • Over 1000 hours of service delivered to members by YRP chaplains

Performance Measure	2022 (Year 3) Indicators and Feedback
Effective implementation and use of new technologies and tools	***Information Technology:*** • Over 900 smartphones issued to officers for Connected Officer Program mobility solutions including eNotes project • Implemented and trained all patrol officers the Axon Fleet 3 In-Car Camera System. Fleet 3 comes with a new suite of features, including Live Streaming • Expanded Automatic License Plate Recognition (ALPR) to all frontline police vehicles • Axon Interview Room installed to all YRP interview rooms across the organization • Implemented SPIDR TECH for Fraud call types • Launched a new mobile application - WellnessFirst to provide tailored support to YRP members, retirees and their families • Implemented SAP SuccessFactors Employee Central module as HRIS software and the foundation module for YRP's Talent Management System • Piloted Field Sobriety Test (SFST) Mobile Application ***Business Intelligence & Analytics:*** • Launched a new Situational Awareness feature to an existing map-based analytics application that allow officers to quickly and easily view critical information about community safety • Development of new dashboards that assist the organization understand the intensity of the calls that members are assigned to, allowing for more efficient outreach by the Wellness Bureau to assist officers • New features added to the Community Safety Data Portal that allows members of the public to subscribe to a weekly crime summary email and see five-year crime trends on a dashboard

Performance Measure	2022 (Year 3) Indicators and Feedback
Feedback on new technologies and tools	***Information Technology:*** • Axon Fleet 3 In-Car Camera Live Streaming increases officer safety, provides live video to Real Time Operations Centre (RTOC) commanders for making quick decisions • ALPR enhances public safety. The officers have been using the ALPR to locate missing persons, suspended drivers, wanted parties, stolen vehicles, and identify and arrest suspects more quickly, thus removing dangerous drivers from road • Axon Interview Room provides seamless integration to DEMS and streamlines the evidence disclosure processes • Customized SPIDR notification messages for Fraud call types provide victims of fraud an enhanced customer service experience while providing useful information and prevention resources during the initial stages of the investigation ***Business Intelligence & Analytics:*** • The BI and Analytics Unit have been asked to present the Community Safety Data Portal to various public groups including neighbourhood watch, crime prevention, and municipal council meetings. The feedback on the value of this portal has been very positive from the public • The BI and Analytics Unit has worked closely with Community Services and the Corporate Communications Bureau to share more crime prevention information in creative ways on the Community Safety Data Portal • YRP members have provided positive feedback on the efficiency of the new Situational Awareness feature's ability to quickly summarize critical community safety information and present it to them in an easy to understand format