



The Regional Municipality of York Police Service Board

Public Board Meeting
November 27, 2024
For Decision

Report of the Chief of Police

Quality Service Standards Audit Board Report

1. Recommendations

1. That the Board receive this annual report pursuant to the Police Service Board Accessible Customer Service Policy No. 04/09.
2. That the Board revise the Accessible Customer Service Policy No. 04/09 to remove the requirement for an annual report which would allow the Chief to report on compliance with the Quality Service Standards as deemed necessary.

2. Purpose

In accordance with section 4.2 of the Accessible Customer Service Board Policy No. 04/09, the Quality Assurance and Risk Management Unit completed an audit of the Quality Service Standards. The purpose of the audit was to determine compliance with the organizational Quality Service Standards and identify areas of potential improvement. The overall results of the audit were positive, indicating that York Regional Police continues to provide a high level of customer service to the community.

3. Background

ANNUAL REPORT ON THE QUALITY SERVICE STANDARDS

The Quality Service Standards prescribe the expected level of service for York Regional Police in the following categories:

1. Accessible Facilities
2. Complaint Areas

3. Courteous and Respectful Service
4. External Correspondence
5. Freedom of Information (FOI)
6. Front Desk Reception and Complaint Management
7. Investigative Follow-up
8. Investigative Reporting
9. Paid Duties
10. Persons in Crisis
11. Email Notifications
12. Training and Awareness
13. Victims of Crime

4. Analysis

The Quality Service Standards were audited to determine members' level of compliance with the Standards and to ensure that members of York Regional Police are providing superior quality of service to the citizens of York Region.

ACCESSIBLE FACILITIES

Standard: All York Regional Police facilities accessed by members of the public will be accessible in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

The Accessibility for Ontarians with Disabilities Act requires the Ontario Government to lead Ontario to full accessibility for 2.6 million people with a physical, mental, sensory, intellectual, or learning disability by 2025.

York Regional Police, in conjunction with the York Regional Police Service Board and the Regional Municipality of York, files an annual accessibility report. The 2022 York Region Accessibility Status Report is available for review through the York Region website.

York Regional Police meets the design requirements of the regulation for parking spaces, including accessible parking spaces, front desk reception areas and counters at all facilities as required. Persons with disabilities who use wheelchairs can go directly to the counter in their chairs.

To ensure we continue to meet compliance, there are preventative-maintenance site visits that include reviewing accessibility elements.

COMPLAINT AREAS

Standard: The Officer-in-Charge of the District Community Oriented Response Unit shall provide a file number to a complainant within five business days of receiving a complaint from a citizen regarding an activity of concern. The Officer-in-Charge of the District

Community Oriented Response Unit shall update the complainant regarding any action taken within 15 days of receiving the complaint.

The majority of citizen complaints about activities of concern in their neighbourhoods are sent to the Community Oriented Response (COR) Sergeants via the Online Reporting page on www.yrp.ca. In addition, citizens are also able to send a complaint regarding any activities of concern in their community by telephone, e-mail or in person. These complaints are directed to the COR Sergeant who reviews the complaint and, if approved, enters it into the Complaint Entry Database within Versadex. The audit revealed that 100% of citizens were provided with a file number within five business days of submitting their complaint. The COR unit is also required to contact the citizen within 15 days of receiving the complaint and advise them of any action undertaken in relation to the complaint. A random sample of complaint areas from each of the five Districts revealed that only 32% of complainants were contacted within 15 days, down from 49% of complainants in 2022. The reduced compliance with this standard could be attributed to a process change which was implemented August 9, 2022.

COURTEOUS AND RESPECTFUL SERVICE

Standard: Members will provide courteous and respectful service.

Procedure LE-366 Stopping and Investigating Motor Vehicles requires officers to use the “First Contact Approach” when conducting traffic stops. The “First Contact Approach” includes four components: a greeting; an introduction; the reason for the stop; and closure. The “First Contact Approach” is the standard used to assess if officers are providing courteous and respectful services when interacting with members of the public.

The Quality Assurance and Risk Management Unit reviewed in-car camera system (ICCS) video recordings of 74 randomly selected traffic stops conducted between January 1, 2023, and December 31, 2023. Traffic stops were selected from each of the five Districts and the Traffic Bureau, evenly distributed over the sample period in accordance with the Standard. Officers provided courteous and respectful services in all 61 traffic stops where the audio recording was operating. There was no audio available in the other 13 traffic stops that were reviewed. The audit recommended further investigation to determine the cause of the lack of audio which may be due to technical issues with the microphone functionality in the ICCS.

EXTERNAL CORRESPONDENCE

Standard: All correspondence requiring a response shall be responded to within 15 working days.

An audit was conducted of external correspondence received through info@yrp.ca in 2023. A sample of the total external correspondence received (4579) were reviewed resulting in a 79% compliance rate for this Standard. All external correspondence received through info@yrp.ca is acknowledged by the organization.

FREEDOM OF INFORMATION

Standard: Freedom of Information requests will be responded to in accordance with the Freedom of Information and Protection of Privacy Act.

The Freedom of Information Unit produces a monthly command update report on the status of FOI requests. They are also required to provide an annual report to the provincial Information and Privacy Commissioner (IPC).

The percentage of requests processed within 30 days decreased from 74% in 2022 to 47% in 2023. A number of factors contributed to a reduction in compliance with this standard. During this period, the number of requests processed increased by 20% and the complexity of requests has increased. In addition, staffing challenges have prevented the unit from operating at full capacity.

FRONT DESK RECEPTION AND COMPLAINT MANAGEMENT

Standard: Members of the public attending a police district will be greeted in a timely, courteous, and professional manner. All reasonable efforts will be made to satisfy any enquiries. All public complaints will be responded to in accordance with the Police Services Act, O. Reg 263/09 Public Complaints – Local Complaints.

The Quality Assurance and Risk Management Unit utilized summer students to act as a “secret shopper” to audit this Standard. The students attended every District and would ask questions to determine if front desk personnel addressed members of the public in accordance with the Front Desk Reception Standard.

The students indicated that they were greeted in a timely, courteous, and professional manner. At one of the Districts, the summer student was recognized and the Audit could not be conducted.

In all cases, the front desk areas of Districts were stocked with pamphlets from the Law Enforcement Complaints Agency (LECA) and had visible posters of LECA.

YRP District Feedback cards are available at each district. These cards are completed by the public and reviewed by the District Command. The use of feedback cards has steadily declined as fewer members of the public attended YRP facilities. Between 2018 and 2022, 134 of these feedback cards were returned. Currently, approximately 20 District Feedback cards are received per year.

INVESTIGATIVE FOLLOW-UP

Standard: All cases assigned to a Criminal Investigation Bureau for review shall receive, at minimum, one investigative call-back.

The Auditors reviewed a random sample of investigative call-backs for Level One Assaults assigned to the Criminal Investigation Bureau which were reported in 2023. Assault reports assigned to a Criminal Investigation Bureau for review received an investigative call-back in 96% of the reports reviewed.

INVESTIGATIVE REPORTING

Standard: York Regional Police will strive to produce investigative reports that are free from errors or omissions and will include appropriate case clearance and Uniform Crime Reporting (UCR) coding.

The audit focused on writing quality, completeness, UCR coding and case clearance. UCR coding and case clearance accuracy is reviewed with the assistance of the Data Quality Specialists. Writing quality is evaluated on the basis of readability and spelling.

Approximately 88% of cases reviewed contained no errors or omissions, 88% of cases reviewed had good spelling and grammar, and 96% of cases reviewed were cleared accurately.

PAID DUTIES

Standard: Satisfaction surveys shall be conducted for all new paid duty customers and random sampling shall take place throughout the year for ongoing customers. All surveys will be reviewed to ensure that York Regional Police is providing the highest quality of service.

The YRP Paid Duty Quality Assurance Survey is sent to customers electronically following the completion of every paid duty to evaluate satisfaction levels. In total, 971 Paid Duty Surveys were sent out in 2023. Of these, 186 Paid Duty Surveys were returned. The response rate was 19%. The service provided by Officers was rated as “Excellent” in 169 of 186 surveys (91%).

PERSONS IN CRISIS

Standard: The Community Services Mental Health Resources Unit will triage every occurrence involving a person in a mental health crisis within five business days for the appropriateness of follow-ups, based on risk and severity with subjects and/or caregivers and support organizations.

The Mental Health Support Team (MHST) has eight officers, with two teams following each platoon schedule, providing 20 hours of coverage. The mandate for MHST is to attend live calls for service to assist officers by providing on-site crisis support and resources in attempts to divert from hospital/apprehension when possible. Each team consists of a plain clothes officer and a crisis worker from York Regional Police’s partner agency, Your Support Service Network. When a frontline officer attends a Person in Crisis call, the occurrence is pushed into the MHST workflow in Versadex. Workflow is reviewed daily (five days per week) by the Mental Health Resources Unit social worker or the Sergeant to determine if follow up is required, and the most suitable method for follow up. In addition, there is 12 hours of service coverage daily from Youth Support Services Network (YSSN) crisis workers who work in the 9-1-1 Communication Centre as mental health call diversion, to provide mental health support to low risk calls for service where officers may not be required in person. The audit concluded that all occurrences involving persons in crisis are triaged within five business days for the appropriateness of follow-up in accordance with the standard.

EMAIL NOTIFICATIONS

Standard: When a member is not returning for their normal tour of duty, the member shall use the email Out-of-Office notification to set up an email message advising the sender when they will be returning to work and whom to contact for immediate assistance.

The method used to audit this Standard was to email members on annual leave on March 13, 2024 (March Break) to determine if their Out-of-Office message notification was on. Ninety-three members who were on annual leave were audited. Email notifications had been set by 62% of members.

TRAINING AND AWARENESS

Standard: Quality Service Standards shall be posted on the York Regional Police external website and on the YRPNet. All new members shall receive training in relation to Quality Service Standards.

The Quality Service Standards are posted on the YRPNet and the York Regional Police external website. New members are advised during initial training of the existence and importance of these Standards.

All new members are enrolled in the e-learning program, and for sworn members it is mandatory that the training is completed prior to graduation. The completion of training for police professionals is managed by their Supervisors.

As training is ongoing, compliance rates may vary depending on when a new member is hired and completes their training. The auditors reviewed the training completion rates of new members hired in 2023. Overall, 89% members had completed the mandatory training, broken down to 86% of sworn members and 94% of police professionals. Follow-up was conducted to ensure members completed the training.

VICTIMS OF CRIME

Standard: When an officer takes a report from a victim, they shall fill out a YRP384 Victim Information Pamphlet, explain the contents, and include the officer's name, badge number, contact information, and incident number, before leaving it with the victim.

The Auditors reviewed a random sample of 73 General Occurrences (GOs) taken from a population of "Property" General Occurrences, Break and Enters. The report indicated that victims received a YRP384 Victim Information Pamphlet in 98% of Break and Enter occurrences. There were 18 Break and Enter occurrences which had no victim and seven where the victim declined the pamphlet.

5. Financial Considerations

There are no financial implications.

