

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

28 MAY 2008

2007 Quality Service Standards Audit

RECOMMENDATION

1. That the Board receive this report pursuant to Customer Service Board Policy No. 02/03.

SYNOPSIS

In October 2007, the York Regional Police Quality Assurance Bureau conducted an audit to determine the level of compliance with our Quality Service Standards and identify areas for improvement. This audit is one of the steps being taken to ensure York Regional Police is providing the highest quality of service to the community. This report will provide an overview of the 2007 Quality Service Standards audit results and recommendations.

FINANCIAL IMPLICATIONS

Not applicable

BACKGROUND:

York Regional Police increased the number of Quality Service Standards from seven to ten in 2007. The Quality Service Standards are intended to improve the level of service we provide to the public. The Standards fall in the following categories:

- Correspondence
- Criminal Background Checks
- Front Desk Reception
- Investigative Follow-up
- Online Reporting
- Paid Duties
- Telephone Inquiries
- Training and Awareness

- Victims of Crime
- Vulnerable Sector Screening

The following is an overview of the 2007 Quality Service Standards Audit.

Correspondence

STANDARD: *All correspondence requiring a response is responded to within 15 working days.*

The 2007 audit conducted in relation to correspondence revealed a 97 percent compliance rate, which is virtually unchanged from 2006.

There were no recommendations relating to this standard.

Criminal Background Checks

STANDARD: *Criminal background check applications will be processed and completed within one hour.*

Criminal Background Checks are conducted by Information Management at the Community Resource Centre in Richmond Hill and at Headquarters. Information Management processed 21,796 criminal background checks in 2007. In addition to auditing this process, members of Information Management were interviewed. It was determined that the average time to complete a criminal background check is 20 minutes at both locations.

There were no recommendations relating to this standard.

Front Desk Reception

STANDARD: *When a person comes to the Front Desk of a District, a member of the Front Desk staff shall address or acknowledge that person, go to the front counter where the person is standing, make eye contact, greet the person in a courteous and professional manner and make reasonable efforts to satisfy any enquiries.*

Field tests were conducted during 2007 in relation to front desk reception at each of our five Districts and the Community Resource Centre. The feedback from the field-testing indicated front desk staff were courteous, friendly and professional when offering their assistance.

There were no recommendations relating to this standard.

Investigative Follow-up

STANDARD: *All assigned District CIB cases classified as a "crime against persons" offence or "break and enter" shall receive at least one investigative contact. Investigative contact shall occur in all cases when a suspect has been identified, arrested or charged, stolen property is recovered or additional information is required to assist the investigation.*

During the 2007 audit of assault and break and enter related occurrences, 70 percent of victims indicated that they had received a follow-up phone call from an investigator. In addition, 90 percent of those victims were extremely satisfied with the police response to their initial report

and the manner in which police dealt with their case. The audit has revealed a significant improvement in investigative contacts since 2006. During the 2006 audit of this standard, 33 percent of victims reported they received a follow-up phone call from an investigator and 96 percent of the victims reported being satisfied with the response to their initial report to the police. We will continue to work towards improvement in accordance with this standard.

There were no recommendations relating to this standard.

Online Reporting

STANDARD: *Any person filing an online report will be contacted via e-mail or telephone by the next business day.*

During the 2007 audit, it was discovered that these contacts were approximately two weeks behind schedule due to volume of reports and staffing shortages. Since the completion of the audit, additional staff have been trained in the processing of the online reports and the standard is being met.

A recommendation to revise the standard, to include next business day follow up, for reports received by the Alternate Response Unit, is in the process of being implemented.

Paid Duties

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

The 2007 audit of this standard indicated that satisfaction surveys were sent to all new and ongoing paid duty customers. Between January 1 and Sept 1, 2007, the Quality Assurance Bureau reviewed 137 completed Paid Duty Quality Assurance Surveys. When asked to rate the overall performance of the officers, 78 percent of respondents stated the service was excellent, 19 percent good, 2 percent average and 1 percent poor. The Officer in Charge of the Quality Assurance Bureau is responsible for following up on the surveys with the officers involved and their Unit Commanders in an effort to improve our service in this area.

There were no recommendations relating to this standard.

Telephone Inquiries

STANDARD: *All voice mail will activate after no more than four rings, and voice mail shall indicate how a caller can obtain immediate assistance. A caller shall not be transferred more than once and every effort shall be made to satisfy any enquiries. Voice mail shall be checked during each member's assigned shift and responded to within one working day.*

The 2007 audit conducted in relation to telephone enquiries revealed that the compliance rate remained virtually unchanged from 2006. During the random sampling, 72 percent of the telephone extensions answered by voice mail advised the caller whom they should call for further assistance. All extensions were answered in a professional manner within one or two rings.

A random sampling of voice mailboxes found that messages were being checked in a timely manner and 87 percent were set up in the manner specified by the standard. The Officer in Charge of the Quality Assurance Bureau ensured the remaining 13 percent of voice mailboxes were set up in accordance with the standard.

There were no recommendations relating to this standard.

Training & Awareness

STANDARD: *Quality Service Standards shall be posted on the York Regional Police website. All members shall receive training in relation to Quality Service Standards during annual requalification. A Quality Service Standards Pamphlet/Guide will be given to all members and made available to the public.*

The 2007 audit conducted in relation to training and awareness revealed the Quality Service Standards are posted externally on the York Regional Police website and internally on the YRPNet for all members. The standards are also located in the 2008 York Regional Police Pocket Calendar. Training in relation to the Quality Service Standards occurred during the 2007 annual re-qualification training and continues with the Quality Assurance Bureau conducting this training during the 2008 re-qualification session.

A recommendation to amend the standard to recognize that the printing of a pamphlet/guide is not necessary has been implemented.

The new standard will read: Quality Service Standards shall be posted on the York Regional Police external website and on the YRPNet. All members shall receive training in relation to Quality Service Standards during annual requalification.

Victims of Crime

STANDARD: *When an officer takes a report from a victim, they shall fill out a YRP384 Victims of Crime Information Pamphlet and explain the contents of the pamphlet to the victim.*

The 2007 audit conducted in relation to the Victims of Crime Information Pamphlet indicated that 41 percent of those surveyed had received the pamphlet, which represents a significant improvement over the 2006 audit results of 15 percent compliance. This pamphlet has been revised and is much more comprehensive. It has been renamed the Criminal Incident Information Pamphlet. This information pamphlet is posted on our external website under the online forms link and was made available to all members in January 2008.

A recommendation to measure the compliance of this standard has been implemented. There is a requirement in general occurrence reports to indicate when a Criminal Incident Pamphlet has been provided. Supervisors will receive notification when this has not occurred and will follow up to ensure the standard is being met. Supervisors will also receive additional training in regards to this standard during the Supervisor Operational Workshop.

A second recommendation to modify the standard to reflect the revised name of the pamphlet has been implemented.

The new standard will read: *When an officer takes a report from a victim, they shall fill out a YRP384 Criminal Incident Information Pamphlet and explain the contents of the pamphlet to the victim.*

Vulnerable Sector Screening

STANDARD: *Vulnerable Sector Screening applications that require contact with an external Police Service will be processed within five business days of York Regional Police receiving a response. Those applications requiring a York Regional Police database search only will be processed within five business days.*

Vulnerable Sector Screenings are conducted by Information Management at the Community Resource Centre in Richmond Hill and at Headquarters. Information Management processed 22,137 Vulnerable Sector Screening applications in 2007. Auditors attended the Community Resource Centre during the first week in September, which is generally a very busy time. Auditors determined that the processing time was between three and four days, which is well within the standard.

Auditors attended the Headquarters location during mid-September where a random sampling of application forms were reviewed. Auditors determined that this location was experiencing a backlog of approximately two weeks. Since the completion of the audit, an additional member has been assigned to assist with the processing of the Vulnerable Sector Screening requests. As a result the backlog has been eliminated. The Unit Commander in this area has indicated that Information Management staff will be relocating to a storefront location at Yonge Street and Mulock Drive, Newmarket in July 2008. It is anticipated that this move will allow members at the storefront location to dedicate more resources to the task of processing Vulnerable Sector Screening requests which will ensure that the standard will continue to be met.

There were no recommendations relating to this standard.

Additional Quality Service Standards

Additional Quality Services Standards are in the process of being implemented in the following two areas:

- Emotionally Disturbed Persons
- Complaint Areas

Emotionally Disturbed Persons

STANDARD: *The Community Services Mental Health Support Unit shall conduct follow-up with officers and support organizations, within two business days, for all occurrences involving emotionally disturbed persons.*

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 concerning activity. The Officer in Charge of the District Community Oriented Response Unit shall update the complainant regarding any action taken within fifteen days of receiving the complaint.*

The implementation of all identified audit recommendations will include training and revisions to the Quality Service Standards. Our Quality Assurance Bureau will monitor our Quality Service Standards with diligence to ensure we continue to provide superior quality service to our community.

Armand P. La Barge, O.O.M.
Chief of Police

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