

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

24 SEPTEMBER 2008

Quality Service Standards

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. On May 28, 2008, a report providing an overview of the 2007 audit was received by the Board with one recommendation; "that the Chief of Police be requested to provide a follow-up report providing statistics for 2004 and 2005 by the September 24, 2008 meeting." This report will provide the statistical data collected by the Quality Assurance Bureau for both 2004 and 2005. A copy of the May 2008 report is also attached for reference purposes.

FINANCIAL IMPLICATIONS

Not applicable

BACKGROUND:

In 2004 and 2005, an audit of the following four Quality Service Standards was completed by the York Regional Police Audit Unit:

- Correspondence
- Front Desk Reception
- Investigative Callbacks
- Telephone Inquiries

The following is a statistical overview of the 2004 and 2005 Quality Service Standards Audit.

Correspondence

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

2004

The audit conducted in relation to correspondence revealed an 89 percent compliance rate with the standard.

2005

The audit conducted in relation to correspondence revealed an 89 percent compliance rate with the standard.

Front Desk Reception

STANDARD: *When a person comes to the front desk of a District, a member of the front desk staff should acknowledge that person, go to the front counter where the person is standing, make eye contact and greet the person in a courteous and professional manner.*

2004

All five Districts were visited by a civilian member of York Regional Police to assess the level of service they received by personnel working the front desk. The civilian member reported they were greeted in a courteous and friendly manner at all of the Districts and in fact, the front desk staff went out of their way to assist them.

2005

All five Districts were visited by a civilian member of York Regional Police to assess the level of service they received by personnel working the front desk. The civilian member reported they were greeted in a courteous and friendly manner at all of the Districts and in fact, the front desk staff went out of their way to assist them.

Investigative Callbacks

STANDARD: *In all occurrences that are assigned to a CIB investigator, there should be at least one post-report contact between the assigned investigator and the complainant*

2004

Members of the Audit Unit telephoned 51 complainants and discovered 49 percent had been contacted by an investigator. Additionally, the complainants were asked if they were satisfied with the initial police response they received and 80 percent indicated they were.

2005

Members of the Audit Unit telephoned 52 complainants and discovered 25 percent had been contacted by an investigator. Additionally, the complainants were asked if they were satisfied with the initial police response they received and 77 percent indicated they were. Despite the decline in investigative callbacks, the overall satisfaction remained high with the frontline police response.

The members in the Criminal Investigation Bureaus were not completing their required investigative callbacks so to address this issue, a Chief's Order (244-2005) was issued on December 23, 2005, identifying all York Regional Police Quality Service Standards which reminded officers of their responsibility to adhere to the Standards. Additionally, this Chief's Order also mandated officers to issue the newly published Victims of Crime Information Pamphlet to all victims and officers were advised they would receive training on the Quality Service Standards during their annual Use of Force Requalification training in 2007.

These proactive steps to increase compliance with the investigative callback standard proved to be effective because in 2006, 33 percent of victims received a callback with a 96 percent satisfaction rate from the front line response. In 2007, 70 percent of victims received an investigative callback with a 90 percent satisfaction rate from the frontline response. In 2007, the Investigative Callback Quality Service Standard was also changed and now reads:

"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 with the investigation."

Telephone Inquiries

*STANDARD: Where a phone local is served by voice mail, the voice mail should activate after no more than four rings and should identify who can be called for immediate assistance (press *...). A caller should not be transferred more than once.*

2004

Members of the Audit Unit telephoned 58 extensions serviced with voice mail and discovered 50 percent of the time they were advised who to contact for further assistance. Additionally, when members of the Audit Unit called an extension which was attended, there was 100 percent compliance with not being transferred more than once.

2005

Members of the Audit Unit telephoned 64 extensions serviced with voice mail and discovered

76 percent of the time they were advised who to contact for further assistance. Additionally, when members of the Audit Unit called an extension which was attended, there was 100 percent compliance with not being transferred more than once.

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

APL:ss