

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

25 FEBRUARY 2009

2008 Quality Service Standards Audit

RECOMMENDATION

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

SYNOPSIS

In November 2008, the Quality Assurance Bureau commenced the annual Quality Service Standards audit in accordance with section 5.8 of the Customer Service Board Policy #02-03. The objective of the audit was to determine the level of compliance with our ten Standards and to identify areas for improvement in order to ensure the York Regional Police provide the highest quality of service to the members of our community. This report will provide an overview of the 2008 Quality Service Standards audit results and recommendations.

FINANCIAL IMPLICATIONS

Not applicable

BACKGROUND

The Quality Service Standards are designed to improve the level of service we provide to the members of our community and they fall into 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 2008 Quality Service Standards audit.

Correspondence

STANDARD: *All correspondence requiring a response shall be responded to within fifteen working days.*

The 2008 audit conducted in relation to correspondence revealed a 98 percent compliance rate, which is up from 97 percent in 2007.

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 the Customer Service Unit which is located at the Community Resource Centre in Richmond Hill and at Headquarters. In September 2008, the Headquarters location was relocated to Mulock Centre in Newmarket. The average time for the Customer Service Unit to complete a criminal background check at these locations was between 15 and 20 minutes which is the same time frame it took in 2007.

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 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 which is consistent with the audit findings in 2007.

A number of people attending our Districts made inquiries about background checks and impounded vehicle. As a result, a recommendation was made that a pamphlet be developed which identifies where our impound lots are and where members of the public can go to obtain Criminal Background and Vulnerable Sector Screening Checks. The Executive Command Team supported the recommendation and directed Information Management to develop this pamphlet. Copies of these pamphlets will be made available at all York Regional Police front desk reception areas

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 2008 audit of assault and break and enter occurrences, 80 percent of victims indicated that they had received an investigative contact from an investigator which is up from 70 percent in 2007.

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 2008 audit, no outstanding reports were found which was a significant improvement from 2007 when auditors found it was taking up to two weeks to contact a person who submits a report online. This improvement can be attributed to the training of staff and the introduction of our Cop Logic on-line reporting program. When a person submits a report on-line, Cop Logic immediately sends a response to the person which includes the General Occurrence number for the incident.

There were no recommendations relating to this standard.

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.*

Between January 1 and September 1, 2008, the Quality Assurance Bureau received 107 Paid Duty Quality Assurance Surveys. When asked to rate the overall performance of the officers:

- 6 percent stated the service was excellent, down 10 percent from the previous year
- 25 percent stated the service was good, up 7 percent from the previous year
- 3 percent stated the service was average, up 1 percent from previous year; and
- 2 percent stated the service was poor, up 1 percent from previous year.

The Officer in Charge of the Quality Assurance Bureau is responsible for following up on negative surveys with the paid duty customer, the officer(s) 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.

During the 2008 audit, 59 percent of the telephone extensions answered by voice mail advised the caller who they should call for further assistance which is a decrease from 72 percent in 2007. All extensions which were answered by a member were done so in a professional manner within two rings.

A recommendation was made that requires supervisors to check the voice mail box set up of their members during their Performance Appraisal to ensure compliance with the Quality Service Standard. In addition, the Performance Appraisal form should be amended so the supervisor can initial that they completed this task. The Executive Command Team supported this recommendation and has directed Staff Services to modify the Performance Appraisal forms accordingly.

A second recommendation expanded the current Standard to include the requirement of members, when they are away from their duties beyond their usual time off, to set up their voice mail box advising the date of their return and who the caller can reach for immediate assistance. The Executive Command Team supported this enhancement and directed the Quality Assurance Bureau to amend the Standard accordingly. The revised Standard now reads:

"With the exception of a call received by a switchboard operator, a caller shall not be transferred more than once and every effort shall be made to satisfy any enquiries. All voice mail shall identify the name and assignment of the member and shall further indicate how a caller can obtain immediate assistance. Voice mail shall be checked during each member's assigned shift and responded to within one working day. When a member is away, the member shall set up their voice mail with a message advising callers when they will be returning to work and who to contact for immediate assistance."

Additional Quality Service Standard

The following new Standard addresses e-mail set up and has been supported by the Executive Command Team:

"When a member is not returning for their normal tour of duty, the member shall use the out of office assistant to set up a message advising the sender when they will be returning to work and who to contact for immediate assistance".

Training & Awareness

STANDARD: Quality Service Standards shall be posted on the York Regional Police website and on the YRPNet. All members shall receive training in relation to Quality Service Standards during annual requalification.

Throughout 2008, members of the Quality Assurance Bureau provided Quality Service Standards training at every Use of Force Requalification session, Civilian Development and

Civilian Orientation seminars. The Standards were also published in the 2009 York Regional Police Pocket Calendar.

One recommendation was made to revise the standard to read:

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

The Executive Command Team supported the recommendation and has directed Staff Services to ensure members of the Quality Assurance Bureau provide Quality Service Standards training for all new members of York Regional Police.

Victims of Crime

STANDARD: When an officer takes a report from a victim, they shall fill out a YRP384 Criminal Incident Information Pamphlet, explain the contents and leave the pamphlet with the victim.

The 2008 audit conducted in relation to the Criminal Incident Information Pamphlet indicated that 36 percent of those surveyed had received the pamphlet which is a decrease from 41 percent in 2007. Officers are required to issue this pamphlet to all victims of crime and indicate on the Supervisor Notification Text Page in Versadex that they complied with the Standard. Prior to approving the General Occurrence report, supervisors are required to ensure compliance with this Standard.

A recommendation was made to remind supervisors during Versadex Workflow training the importance of ensuring their officers issue the Criminal Incident Information Pamphlet. The Executive Command Team supported the recommendation and has directed the Business Continuity Unit to include this Standard in all future training.

Additionally, the Executive Command Team has directed District Commanders to take steps to ensure their officers are issuing the pamphlets to all victims of crime and that Supervisors do not approve reports when the pamphlet has not been issued or when the Supervisor Notification Text Page has not been completed properly.

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 the Customer Service Unit which is located at the Community Resource Centre in Richmond Hill and at Headquarters. In September 2008, the Headquarters location was relocated to Mulock Centre in Newmarket. The average processing time at all locations was two days which is well within the standard.

There were no recommendations relating to this standard.

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

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

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