

ENHANCED SERVICES

CALL DIVERSION

DEEDS NOT WORDS



2018

- Sector Based Strategic Deployment
 - POP and EBP
 - Tackle issues upstream
 - Output verses Outcome
 - Enhanced Services Unit (ESU) Pilot
 - Accommodated officers
 - Early contact with complaints (goal 15 minutes)
 - Victim Choice Reporting
 - Build capacity for POP
 - Clean Data Initiative

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DEEDS NOT WORDS



ESU Pilot (Sept 2018 – Dec 2018)

- 7 accommodated officers
- 717 Investigations completed / 157 Follow-ups
- 174 Criminal Charges/Diversions completed
- Flexible schedule to meet needs of officer
- Average Call Time
 - 157 mins Patrol Officer
 - 25 mins ESU officer
 - 866 hrs of investigative time saved over 3 months



ESU (Public Feedback)

- Very satisfied with pilot
 - Letters (John Howard Society, Legendary Security, L.C.B.O. Corporate Security)
 - Meetings with Loss Prevention Group
 - (2018, 2020, 2021)
- Increase/Improve On-line Reporting
- Appreciate single point of contact
- Increased apprehension due to consistency
 - 1 person identified as responsible for 35 incidents over 6 months resulting in 72 Criminal Charges
 - 1 person identified as responsible for 54 incidents over 6 months resulting in 124 Criminal Charges (~\$60,000 loss to business)



2021

- Enhance Online Reporting
- Project – Dedicate 8 officers to ESU
- Implement formal Customer Service Feedback Survey
- Continue with Clean Data Initiative – Dashboards



Online Reporting Old

Report Online

If there is no suspect information, the following incidents can be reported online:

- Damage to a vehicle under \$5,000 (not related to a motor vehicle collision)
- Damage to property under \$5,000
- Theft under \$5,000
- Theft from a vehicle under \$5,000
- Lost property under \$5,000

You need a valid email address to complete the online report process. Once you submit your report the system will provide you with a reference number. We will review your submission and email you the official report number.

[Submit a report online](#)

Select Incident Type

Based on the definitions below, select the appropriate report type and then click the "Start Report" button on the bottom left hand corner.

If the incident you are reporting has a known suspect, you should instead call Police.

Select Incident Type	Definition	Examples
<input type="radio"/> Damage (not Willful)	Damage to property that is caused inadvertently or by unknown causes.	Someone accidentally falls and breaks a firecopost, etc.
<input type="radio"/> Damage/Mischief to Property	Defaces or damages to property with graffiti or other material.	Grffiti, knocking over mail box, throwing rock through windows, etc.
<input type="radio"/> Damage/Mischief to Vehicle	Defaces or damages to vehicle	Scratching/keying, egging, breaking window(s), denting, breaking light(s), or slashing tire(s).
<input type="radio"/> Lost Property	When property is missing or lost. (This does NOT include Lost Vehicles, Licence Plates, and Official Federal Documents such as Passport or Immigration Card).	Lost Keys, Wallet, Cell Phone, Health Card, Jewellery, etc.
<input type="radio"/> Lost/Stolen Licence Plate	When a motor vehicle's licence plate is lost or has gone missing.	You notice that your vehicle no longer has it's licence plate attached to it.
<input type="radio"/> Theft	Your property was taken without your permission. Use "Theft from Vehicle" if the items were stolen from your car.	Property known to be stolen and missing may be reported. Lost property is not a theft.
<input type="radio"/> Theft from Vehicle	Property is stolen from your personal or business vehicle.	Your vehicle has been entered without your permission and items that were inside were taken.

[Start Report](#)

Theft from Vehicle

Start > Yourself > Incident > Vehicle > Property > Narrative > Review > Finish

Select Report Type

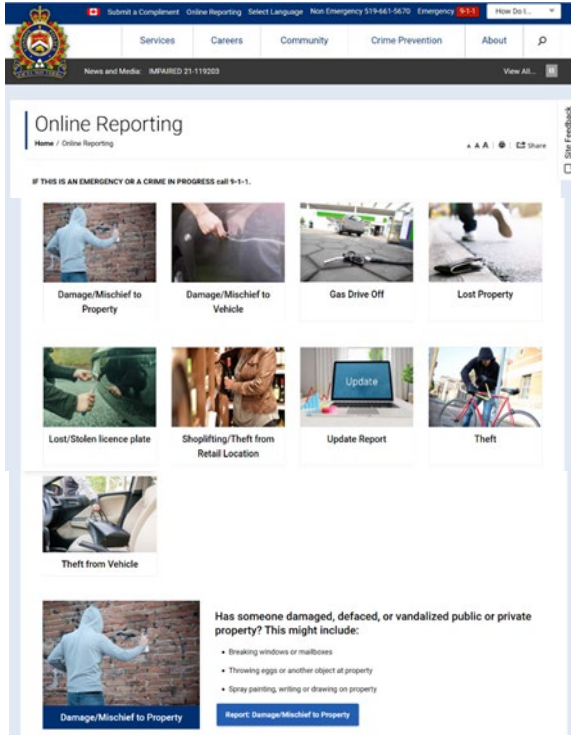
Please select the report type: original or supplemental.

Select	Report Type	Definition
<input checked="" type="radio"/>	Original	This is the first report that is being filed for this incident.
<input type="radio"/>	Supplemental	You are adding information to a previous report which was submitted online. Original report number: <input type="text"/> (ex: 2009 400001)

[Back](#) [Continue](#)



Online Reporting New



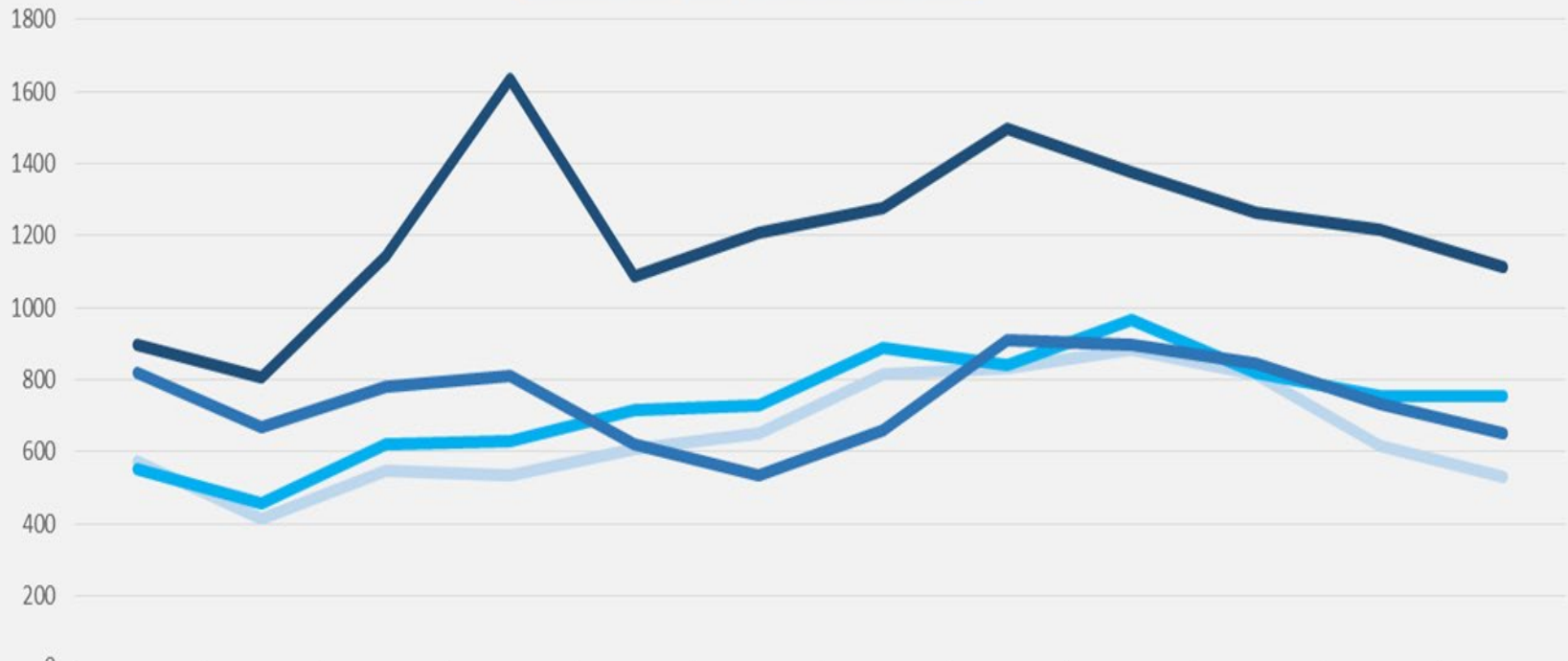
OLD HEADER



NEW HEADER



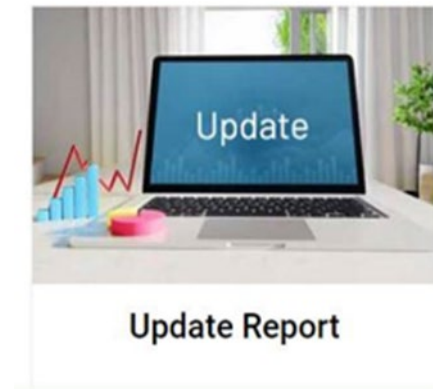
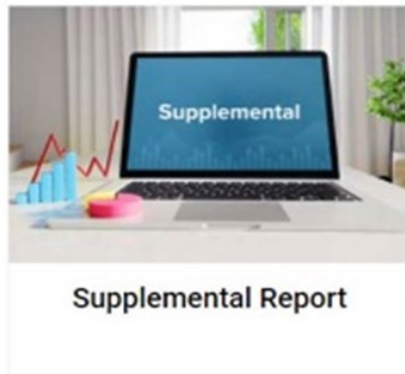
Online Usage by Month and Year



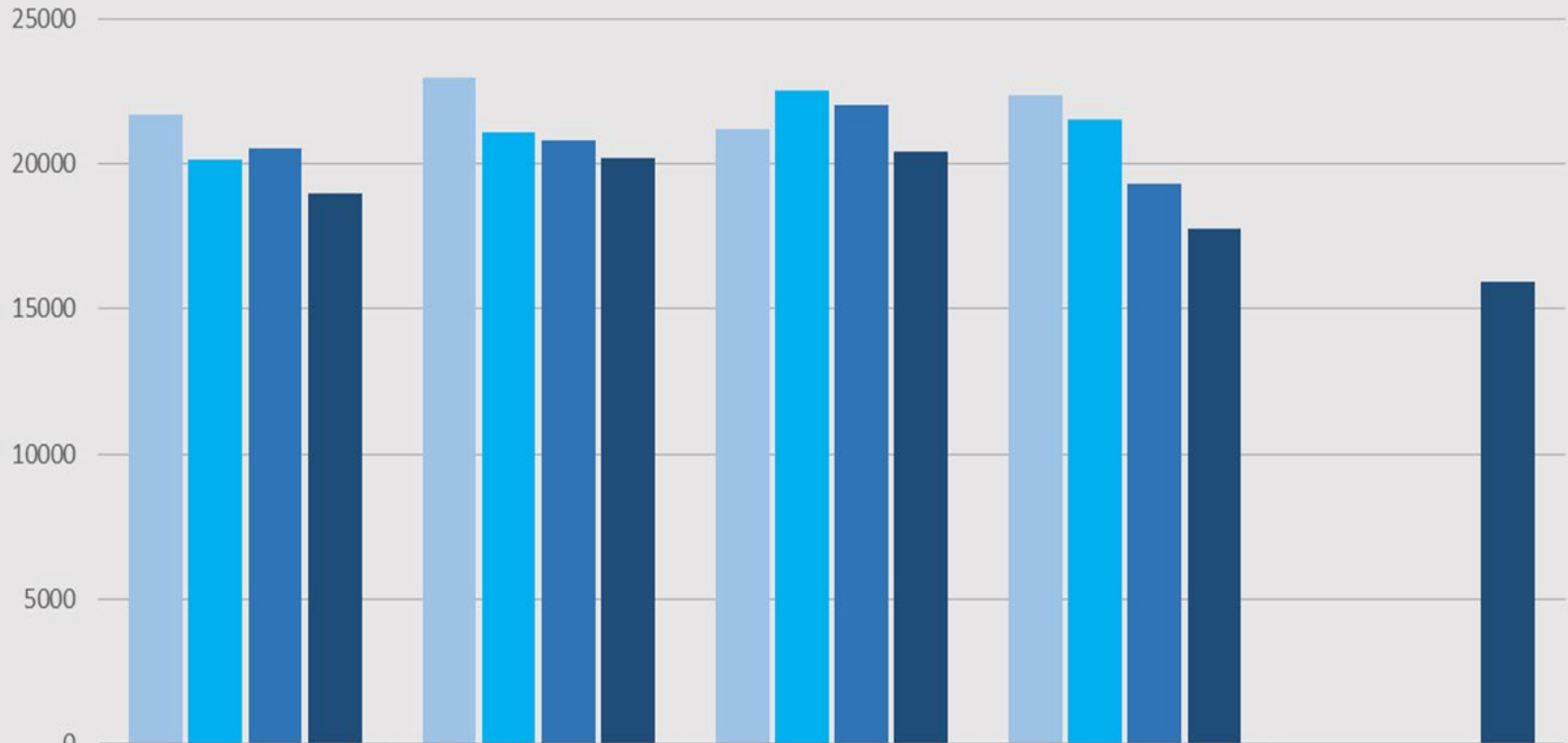
	1	2	3	4	5	6	7	8	9	10	11	12
2018	575	414	548	534	608	651	815	834	886	815	618	529
2019	553	457	619	629	715	728	888	839	968	820	754	753
2020	818	668	781	810	622	533	659	910	897	844	731	653
2021	899	806	1145	1636	1087	1207	1277	1495	1378	1263	1217	1115



Customer Service Feedback Surveys



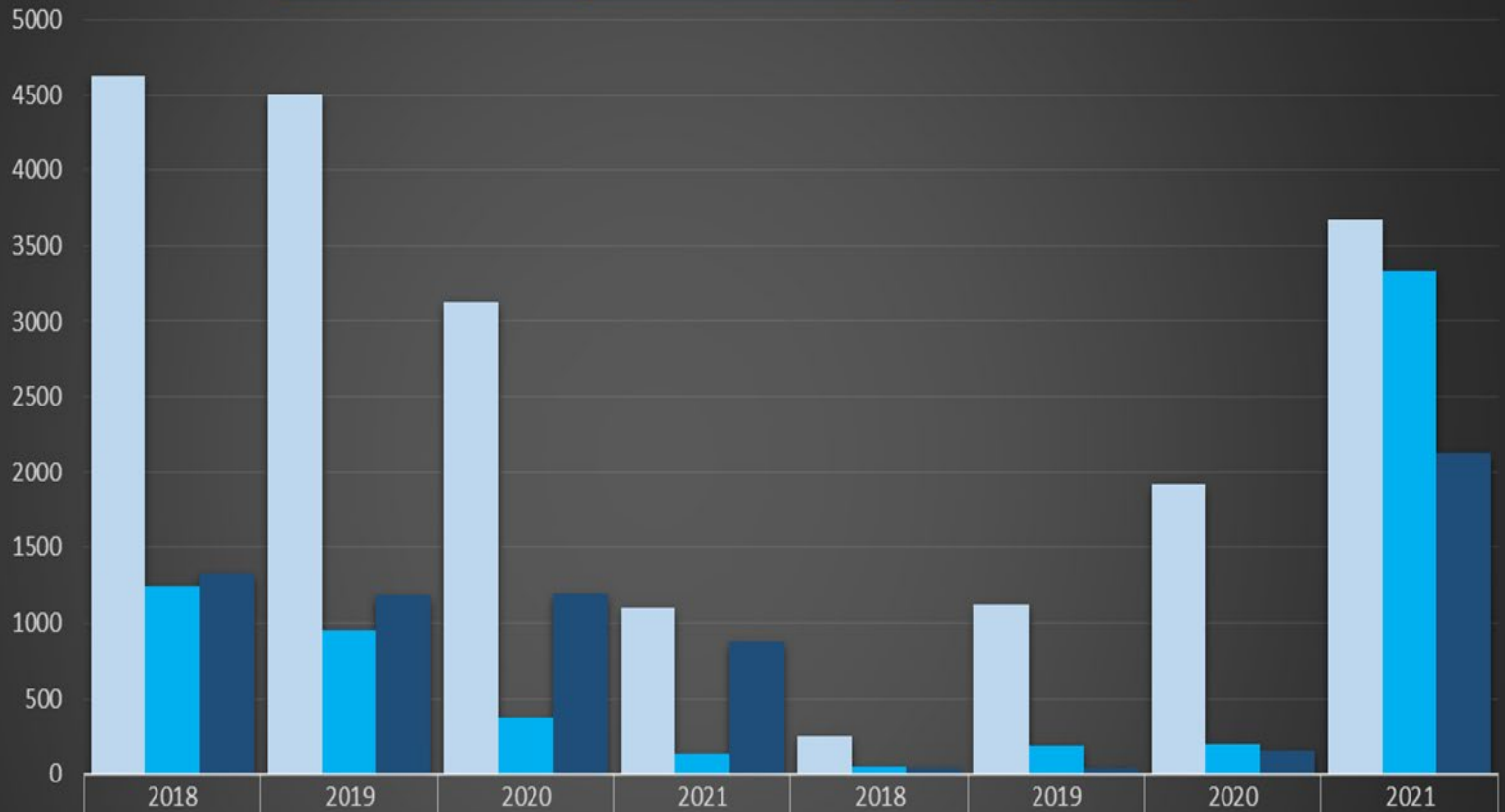
Total Calls Completed By Section



	1 SECTION- 48 Officers	2 SECTION- 50 Officers	3 SECTION- 48 Officers	4 SECTION- 49 Officers	8 Project Officers
2018	21703	22985	21181	22379	
2019	20114	21098	22533	21551	
2020	20550	20787	22020	19333	3
2021	18976	20214	20408	17768	15920



Workload Comparison for Property Offences



	Uniformed Patrol				ESU			
	2018	2019	2020	2021	2018	2019	2020	2021
■ THEFT - OVER/UNDER	4629	4502	3125	1103	250	1116	1922	3672
■ SHOPLIFTERS	1245	952	375	130	52	190	195	3339
■ PROPERTY DAMAGE	1332	1187	1190	880	35	35	154	2133



Next Steps

- Victim Choice Reporting
 - Intimate Partner Violence?
 - Hate Occurrences?
 - Human Trafficking?
 - Break and Enters?
- Increased use of Virtual Interactions with public (Zoom)
- Added languages to Online Reporting
- Online Reporting integration with RMS
- Increase Diversion of Calls from front line
 - 2018 – 31% 2021 – 37 % (8,822) additional calls



Questions?

- Superintendent Bill Berg

