



VANCOUVER POLICE DEPARTMENT PLANNING, RESEARCH & AUDIT SECTION

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To: Leslie Stevens, Sergeant, Planning Unit

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Subject: *Vancouver Workload with respect to GVTAPS Calls*

Multiple queries were ran in Versadex to see if it is possible to analyze the number of calls that a Vancouver unit attends to when in fact, the call is the responsibility of the Greater Vancouver Transportation Authority Police Service (GVTAPS).

The data extracted for this report is from Versadex CAD and RMS for the period of 2007. *Table 1* shows that the Vancouver Police Department (VPD) was responsible for 714 calls for service at a *Transit Bus/Bus Shelter* and 280 calls for service at SkyTrain/Subway and/or Station locations. Both of these locations fall under the policing jurisdiction of GVTAPS.

Table 1: Calls for Service to the Transit Bus/Bus Shelter & SkyTrain/Subway and/or Stations

Agency Responsible as per Versadex	Location	2007
VPD	Transit	714
VPD	SkyTrain	280

Table 2 illustrates the number of times a Vancouver Unit assisted with a call that was the responsibility of GVTAPS.

Table 2: Vancouver Units Attended GVTAPS Calls for Service

GVTAPS Calls for Assistance	2007
No of times a Vancouver unit was the first responder to a GVTAPS call	0
No of times a Vancouver unit was the second responder to a GVTAPS call	1
No of times a Vancouver unit was the third responder to a GVTAPS call	2
¹ Possible no of times a Vancouver unit was the forth or more responder to a GVTAPS call	1,315
No of times a Vancouver unit not acknowledged for assistance in GVTAPS reports	n/k
Total	1,318

¹ This number was obtained by searching for all calls for service that required more than three units. Due to the large number of results, it was not possible to search all 1,315 calls to see which calls involved a Vancouver unit.

If the purpose of this research is to find out how many times a Vancouver unit attended a call as a first responder on behalf of GVTAPS, then according to the data entered into Versadex, the answer is zero. However, the following issues must be considered when interpreting these results:

- If a citizen is assaulted on the SkyTrain and calls 911, they are most likely going to ask for the Vancouver police and not Transit police. In cases such as this, Vancouver will be dispatched the call and show as the agency responsible and not GVTAPS, even though the assault occurred on GVTAPS jurisdiction (see GO VA07-26617 and VA07-34434 as examples supporting this argument).
- There are times when Vancouver will assist with a call that is the responsibility of another agency and the Vancouver unit is not noted as one of the attending units working the call. Again, capturing this type of workload in Versadex will not occur if dispatch is not putting the unit on scene.

Other situations that may occur where a Vancouver unit does not receive recognition for assisting other agencies are:

- If GVTAPS requests a Vancouver unit to check an address in the Vancouver area, VPD members will create a Vancouver GO report. Since we cannot show that GVTAPS initiated this work, Vancouver will not be able to capture this statistic.
- If GVTAPS requests Vancouver's assistance and no report is required from VPD members, then this work is reflected under the GVTAPS CAD call, and again, there is no way to measure Vancouver's time spent on these calls. If paper work is required then members should start a Vancouver GO report and use the "Event to Event" option to link the Vancouver report to the GVTAPS report. The next step in this process involves the GVTAPS member to go into the Vancouver GO report and extract the appropriate text/evidence pages.
- Another reason why capturing Assist Other Agency statistics is difficult is that one location can be listed as two different ways in Versadex. For example, Vancouver shows the Burrard SkyTrain Station as 635 Burrard St. with an associated atom of VA0005, however; GVTAPS shows this same location as 1125 Expo Line with an atom of GV0003. Therefore, when trying to identify the work that another agency is doing in that area may go unnoticed due to the way the location was coded.

Unfortunately, as noted above, many circumstances occur which result in Vancouver's assistance being underreported or not reported at all. Further, there is no business case in place to ensure that Vancouver members write occurrence reports when they assist outside agencies.

Taking into account the above, it is not possible at this time to look at calls that occurred in one jurisdiction but handled by another.

If it is important to measure this type of workload, I would recommend that the Vancouver Police Department partake in a one month study and advise all Sergeants in the Operations Division to ensure the work they do for external agencies are well documented in Versadex. Further, if

policing agencies could agree on using the same addresses and atoms, then they will be able to extract crime statistics more efficiently and ensure that intelligence reports are being used to their full potential. This adjustment would not affect the way agencies capture their workload, as units and submitting members will still maintain their jurisdictional identifiers.

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