

BELLEVILLE POLICE SERVICE - KEY PERFORMANCE INDICATORS (KPI)

KPI Name	Clearance Rate					
Description	Measures the percentage of reported crimes that are solved or cleared by police through charge or other means. Reflects investigative effectiveness and justice delivery					
Calculation	Number of cases cleared / Total number of reported cases × 100					
Strategic Plan Alignment	Collaborative Community Safety and Engagement and Operational Excellence - <i>emphasize effective investigations, evidence-based policing, and transparency in public safety outcomes.</i>					
Values	Year	Crimes Against Persons Total	Crimes Against Persons Clearance Rate	Property Crime Total	Property Crime Clearance Rate	
	2022	848	79%	2198	24%	
	2023	838	76%	2331	26%	
	2024	935	78%	1758	29%	
Comment	2024 saw improved clearance rates across both violent and property crime					

KPI Name	Crime Severity Index (CSI)				
Description	An index from Statistics Canada that measures both the volume and seriousness of crimes reported to police. The CSI is not intended to be used or interpreted in isolation and is not a universal indicator of community crime and safety. It should be considered within the broader community context, including factors such as population, demographics, employment, wages, remoteness, and service availability, among others.				
Calculation	Weighted formula by Statistics Canada that multiplies each offence by its severity weight and divides by population (standardized to 100).				
Strategic Plan Alignment	Collaborative Community Safety and Operational Excellence - <i>evaluating long-term progress in reducing and preventing serious crime through partnerships, technology, and evidence-based policing.</i>				
Values	Year	*Belleville CSI	Ontario CSI	Canada CSI	
	2023	80%	61%	81%	
	2024	75%	61%	78%	
Comment	The CSI rate for *Belleville includes Belleville, Quinte West, Stirling Rawdon, Deseronto, Tyendinaga Township; CSI improved in 2024 from 2023				

KPI Name	Calls for Service		
Description	Tracks community demand for police response, including both reportable and non-reportable incidents. Indicates workload, community engagement, and service accessibility.		
Calculation	Total Calls for Service = Reportable + Non-Reportable Calls		
Strategic Plan Alignment	Operational Excellence and People, Culture, and Capacity - <i>managing workflow optimization, staffing efficiency, resource management and providing consideration for the mental health of members</i>		
Values	Year	Total Calls for Service	
	2022	27410	
	2023	29375	
	2024	28593	
Comment	A modest decline in total calls for service in 2024		

KPI Name	Training Hours Completed		
Description	Measures investment in officer and staff skill development, ensuring readiness for evolving community and operational demands.		
Calculation	Sum of documented hours for all members		
Strategic Plan Alignment	Operational Excellence and People, Culture, and Capacity - <i>enhancing competency ensuring members are skilled, adaptable and equipped. Providing members with opportunities and tools for professional growth and leadership development .</i>		
Values	Year	Total Training Hours	Person Years - Total Training Hours / 2080 Hours
	2024	11445	5.50
Comment	Ensures compliance to the mandated training requirements as outlined in the Community Safety and Policing Act; Investment in training also supports the goals and objectives of the community, the service and the members		

KPI Name	Staffing Levels and Community Representation		
Description	Measures total staffing workforce as well as diversity and gender equity within the police service		
Calculation	Total number of staffing		
Strategic Plan Alignment	People, Culture, and Capacity - <i>focusing on inclusive recruitment, retention, and professional development for a representative workforce.</i>		

Values	Year	Sworn	Civilian	% of Female Sworn Officers	% of Female Staffing
	2022	98	68	23%	36%
	2023	104	73	24%	38%
	2024	101	75	26%	40%
Comment	Providing the appropriate staffing levels and community representation to meet the legislative requirements the mission and vision of the Belleville Police Service				

KPI Name	Community Satisfaction With Policing		
Description	Results from the question "Overall, how satisfied are you with the quality of service provided by the Belleville Police Service?" that was part of the 2025 Strategic Planning Survey		
Calculation	Total Complaints; % results of survey responses received		
Strategic Plan Alignment	Operational Excellence and People, Culture, and Capacity - <i>reinforcing goals around professionalism, transparency, and wellness through accountability</i>		
Values	Year	Total Complaints	% of Complaints Per Call For Service
	2023	37	0.13%
	2024	42	0.15%
	2025 Survey Response Options		% of Total Responses
	Very Satisfied		20.50%
	Satisfied		36.10%
	Somewhat Satisfied		19.80%
Neither		10.40%	
Somewhat Dissatisfied		6.20%	
Dissatisfied		3.40%	
Very Dissatisfied		3.70%	
Comment	76.40% of responses were Somewhat Satisfied, Satisfied or Very Satisfied out of 774 responses		

KPI Name	Traffic Related Incidents
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Description	Reflects road safety and proactive enforcement						
Calculation	Number of driving related charges/incidents						
Strategic Plan Alignment	Collaborative Community Safety and Engagement - <i>promoting road safety through educational campaigns, seasonal initiatives, partnerships and sound enforcement</i>						
Values	Year	Driving Related Charges	Fail To Stop Pursuits	Part III Cases, Written Warnings, MVC Investigations	Provincial Offence Charges, Criminal Charges	Road Fatalities	Reduce Impaired Driving Everywhere Program (Hours)
	2023	3337	5	N/A	N/A	2	232
	2024	4499	8	300	1090	3	281
Comment	A strong increase in 2024 shows enhanced proactive enforcement and targeted campaigns, reflecting successful operational focus on road safety.						

KPI Name	Response Times			
Description	<p>The Belleville Police Service has established priority levels for response to calls for service based on the seriousness of the incident and the length of time since the incident occurred. All incoming calls for service are to be assessed by Communications and/or the Intake Officer based on the following criteria and the appropriate response level assigned.</p> <p>Priority 0 – All available officers to be dispatched immediately; Instantaneous response shall be any bona fide threat to life, danger of serious physical injury; any major event that has the immediate risk of causing loss of life or serious physical injury; any event where Unit/Officer Emergency call button is activated</p> <p>Priority 1 – A minimum of two officers will be dispatched immediately; Expedited response shall be any bona fide threat to life, danger of serious physical injury or major property damage; any crime of violence, including domestic assault; any crime that recently occurred in which the probability exists that a suspect may be apprehended near the scene or in the immediate area; any serious injury that may result in substantial personal harm in which an officer might render immediate aid; any unique incident that demands an immediate response.</p> <p>Priority 2 – An officer will be dispatched within 10 minutes; Delayed response shall be any active incident that does not represent a significant threat to life or property; any property damage collision that represents a significant hazard to the free flow of traffic</p>			
	Calculation	Average police response time in minutes		
	Strategic Plan Alignment	Operational Excellence - <i>monitor and evaluate response times and call-handling efficiency for emergency service calls</i>		
Values	Year	Priority 0	Priority 1	Priority 2
	2024	3.94	4.79	7.75

Comment	Service’s operational readiness, resource deployment efficiency, and ability to protect public safety during emergencies.
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KPI Name	Community Engagement Activities						
Description	Number of community events, presentations, and outreach initiatives.						
Calculation	Number of community events, presentations, and outreach initiatives.						
Strategic Plan Alignment	Collaborative Community Safety and Engagement - <i>increase police visibility and community engagement</i>						
Values	Year	Number of Events Attended	Number of School Presentations	Auxiliary and Community Policing Hours	*Downtown Office Interactions	% Increase in Facebook Followers from 2023	
	2024	25	75	877	767	+42.9%	
Comment	Demonstrates visibility, collaboration, and proactive community engagement. *Downtown Office statistics shown are from July 2024 - November 2025						

KPI Name	Collaboration With Community Partners			
Description	Tracks the number of crisis calls and community referrals managed through the Integrated Mobile Police and Co-Response Team (IMPACT) program			
Calculation	Total number of crisis calls responded to by IMPACT and Victim Services Hastings Prince Edward			
Strategic Plan Alignment	Collaborative Community Safety and Engagement and People, Culture, and Capacity - <i>ensuring members are supported and trained to manage complex mental health interactions and partnering on vulnerable population support</i>			
Values	Year	IMPACT Total	Victim Services HPE	
	2024	616	182	
Comment	These figures highlight continued community reliance on co-response services			