

# Key Performance Indicators

## Certification of Key Performance Indicators

As prescribed by *Treasurer's Instruction 904*, the Key Performance Indicators provide information to assist readers to assess the performance of the Western Australia Police Service in meeting its mission and outcomes.

The Western Australia Police Service continues to develop both the performance framework and the information that supports our performance information.

I hereby certify that our Key Performance Indicators are based on proper records, are relevant and appropriate for assisting users to assess the performance of the Western Australia Police Service and fairly represent the performance of the Western Australia Police Service for the financial year ending 30 June 2004.



**KARL J O'CALLAGHAN**  
COMMISSIONER OF POLICE

13 August 2004



## AUDITOR GENERAL

### INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

**POLICE SERVICE  
PERFORMANCE INDICATORS FOR THE YEAR ENDED  
JUNE 30, 2004**

### Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Police Service are relevant and appropriate to help users assess the Police Service's performance and fairly represent the indicated performance for the year ended June 30, 2004.

### Scope

#### The Commissioner of Police's Role

The Commissioner of Police is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of effectiveness and efficiency.

#### Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.



**D D R PEARSON**  
AUDITOR GENERAL

September 17, 2004

# Key Performance Indicators

## Introduction

Agencies are required to report annually under the provisions of the *Financial Administration and Audit Act 1985* and *Treasurer's Instruction 904*, on how resources were allocated and what this contributed to the Government's strategic objective of Safe, Healthy and Supportive Communities. The Police Service facilitates, monitors and evaluates the best use of resources for policing using an Output Based Management (OBM) framework. Continual evaluation of its performance measures ensures it provides performance information to assist in management decision-making as well as meeting accountability and disclosure requirements.

Through this framework, the Police Service uses key effectiveness and efficiency indicators showing how outputs contributed to the achievement of outcomes and explaining how key performance indicators show this relationship.

## OUTCOME FRAMEWORK

The policing priorities are structured around three primary outcomes: Community Safety; Road Safety; and Crime and Justice. These primary outcomes contribute towards the Government's strategic objective of Safe, Healthy and Supportive Communities. There are five outputs that relate to the three outcomes and these describe the policing services provided to the community.

Government Strategic Objective	What we sought to achieve (OUTCOMES)	The services we provided (OUTPUTS) 2003-04
SAFE, HEALTHY AND SUPPORTIVE COMMUNITIES	<b>COMMUNITY SAFETY</b> The community has confidence in the level of public order, safety and security	<b>Output 1</b> Community support, crime prevention and public order <b>Output 2</b> Emergency management and coordination
	<b>ROAD SAFETY</b> Road-users behave safely	<b>Output 3</b> Traffic management and road safety
	<b>CRIME AND JUSTICE</b> A response to crime that brings offenders before the justice system	<b>Output 4</b> Response to and investigation of offences <b>Output 5</b> Services to the judicial process

For 2004-05, there will be changes to the Outcome Framework to reflect development of the Agency's framework, arising from its involvement in the OBM Pilot Exercise coordinated by the Department of Treasury and Finance.

## PERFORMANCE FRAMEWORK

The table below identifies each of the outcomes and their respective Key Performance Indicators (KPIs). The Police Service has eight KPIs, seven KPIs (1–7) are *effectiveness indicators*. The final KPI (8) is an *efficiency indicator* that estimates the cost of police services.

There are not necessarily clear boundaries between each outcome, which can overlap. For example KPI (1) - Community satisfaction with police services is the main performance indicator for the Community Safety, Road Safety and Crime and Justice outcomes. For reporting purposes, each outcome has at least one KPI that has been highlighted in bold, with secondary KPIs shown in italics.

### Effectiveness Indicators

<b>Community Safety</b>	<b>Road Safety</b>	<b>Crime and Justice</b>
The community has confidence in the level of public order, safety and security	Road-users behave safely	A response to crime that brings offenders before the justice system
<b>KPI 1 Community satisfaction with police services</b>	<b>KPI 1 Community satisfaction with police services</b>	<b>KPI 1 Community satisfaction with police services</b>
<b>KPI 2 Community perception of safety</b>		
<i>KPI 3 Major factors contributing to fatal road crashes</i>	<b>KPI 3 Major factors contributing to fatal road crashes</b>	
<i>KPI 4 Victims of crime</i>		<b>KPI 4 Victims of crime</b>
<i>KPI 5 Offences reported and detected</i>		<b>KPI 5 Offences reported and detected</b>
<i>KPI 6 Investigation of offences</i>		<b>KPI 6 Investigation of offences</b>
<i>KPI 7 Support to judicial processes resulting in successful prosecutions</i>		<b>KPI 7 Support to judicial processes resulting in successful prosecutions</b>

### Efficiency Indicator

### Outputs

<b>KPI 8 Estimated cost of police services</b>	<ul style="list-style-type: none"> <li>• Community support, crime prevention and public order</li> <li>• Emergency management and co-ordination</li> <li>• Traffic management and road safety</li> <li>• Response to and investigation of offences</li> <li>• Services to the judicial process</li> </ul>
--	---

A brief statement has been provided about the medium/long-term targets for the Police Service's seven effectiveness KPIs. A number of factors impact on our progress towards achieving these targets such as: media representation, the Royal Commission, the introduction of various legislation and the implementation of new processes and systems within the agency. These medium/long-term targets are shown in bold italics under their respective KPI.

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

### Community Satisfaction

A number of issues impact on the community's satisfaction with police services, including the level of crime reporting in the media, personal experiences or indirect contacts with police. Consequently, community satisfaction can alter over time.

The community's satisfaction with police services and their perception of safety and security is measured by a national survey. This survey is co-ordinated by the Australasian Centre for Policing Research (ACPR), and provides useful indicators of how effectively the Police Service is achieving its three primary outcomes.

The results of the survey have been analysed using the following two methods:

- A Likert summation index - a scaling technique that is widely used across the social sciences to effectively measure shifts in attitudes and opinions. For more information about the index, please refer to the notes accompanying the indicators.
- A response frequency basis - expressed as the proportion (percentage) of responses by category, for example, the proportion of respondents who answer 'satisfied' or 'very satisfied' to a question.

### KEY PERFORMANCE INDICATOR 1 -

#### Community satisfaction with police services

**Indicator 1.1:** The community's level of satisfaction with services provided by police.

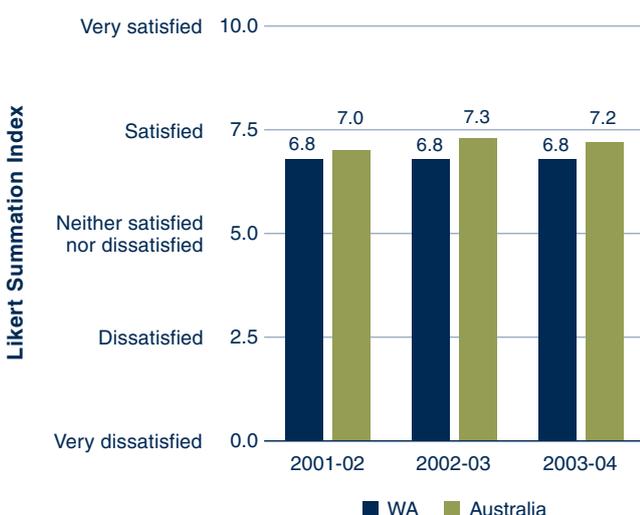
**Target:** *To return to the level of satisfaction achieved in WA during 2001-02 (pre Royal Commission) by 2005-06.*

**Indicator 1.2:** The community's level of satisfaction with services received during their most recent contact with police.

**Target:** *To achieve a level of satisfaction with services that more closely aligns with or exceeds, the 2001-02 national level by 2005-06.*

Measures of community satisfaction with the services provided by police are illustrated in Indicators 1.1 and 1.2.

**Indicator 1.1:** The community's level of satisfaction with services provided by police, 2001-02 to 2003-04 <sup>(a)(b)(c)</sup>



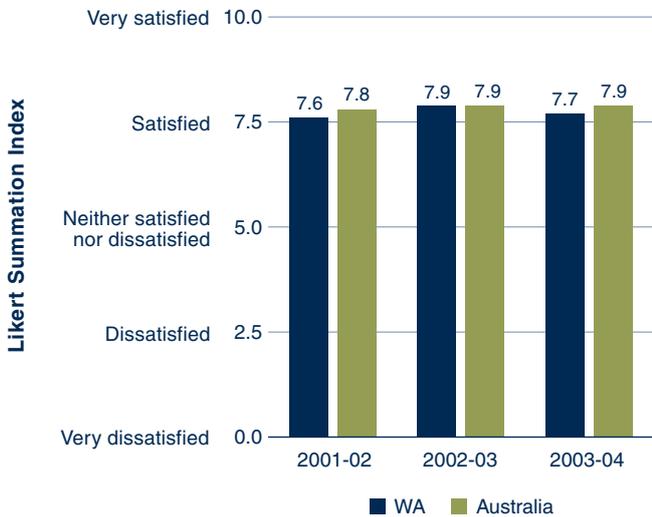
### Analysis

Despite the potentially negative impact of the Royal Commission, the level of satisfaction with police services in WA during 2003-04 remained at the level attained in the previous two years. The WA result has maintained the same relativity with the 2001-02 level of satisfaction. The Police Service is therefore on track to achieve the target.

In 2003-04:

- The proportion of the WA community satisfied or very satisfied with services provided by the police was 66.2 per cent. The equivalent figure nationally was 71.8 per cent.
- The level of satisfaction with police services continues to be higher for females than males.
- Persons aged 55 years and over had the highest level of satisfaction with services provided by police, while those in the 18 to 39 age groups were the least satisfied.

**Indicator 1.2:** The community's level of satisfaction with services received during their most recent contact with police, 2001–02 to 2003–04 (a)(b)(c)



### Analysis

The WA community's level of satisfaction with their most recent contact with police during 2003-04 was 7.7. Statistically, this is not significantly different to the 2001-02 national level of 7.8. The Police Service is therefore on track to achieve the target.

In 2003-04:

- The proportion of the WA community satisfied or very satisfied with the services received during their most recent contact with police, within the last twelve months, was 78.3 per cent. The equivalent figure nationally was 80.4 per cent.
- 57.2 per cent of the WA community had contact with police of which 56.5 per cent were males. The level of satisfaction was higher for females than for males.
- Contact with police varied according to age. 68.6 per cent of the 25-39 age group had contact with police, whereas 43.4 per cent of the 55 and over age group had contact.
- 60.3 per cent of the most recent contacts were initiated by the police. Of these, the most common reason was to conduct a random breath test (70.2 per cent) followed by the recording of a traffic violation (8.7 per cent).
- The major reason for people initiating their most recent contact with police was to report a crime (37.7 per cent) followed by reporting a traffic accident (16.4 per cent).

### Notes:

- (a) Data are based on an ongoing survey of people aged 15 years and over. The survey is co-ordinated by the Australasian Centre for Policing Research (ACPR) and commenced in July 2001. Nationally about 20,000 people are surveyed over a twelve-month period with about 2,000 being in WA. Although 15–17 year olds were not surveyed in 2001–02, the inclusion of this age group in 2002–03 made no significant difference to the key survey results.
- (b) With all sample surveys there are errors that occur by chance because the data were obtained from a sample, rather than the entire population. The relative standard error (RSE) is a measure of the error (relative to the size of the estimate) likely to have occurred due to sampling. It is common for sample estimates with a RSE of between 25 per cent and 50 per cent to be used with caution, and estimates with a RSE greater than 50 per cent not to be used. The RSE associated with each of the sample estimates used in compiling the charts for Indicators 1.1 to 1.2 are lower than 1.6 per cent.
- (c) The Likert summation index is a method for aggregating responses to obtain one measure of the overall (or 'average') level of attitude/opinion. This method converts the data collected into an interval scale, and then derives a measure of centrality. Each interval in the scale is assigned an equal-distant 'score' and matched to a category in the Likert scale. For example, five categories of satisfaction are assigned scores as follows:
- 'very satisfied' (10);
  - 'satisfied' (7.5);
  - 'neither satisfied nor dissatisfied' (5);
  - 'dissatisfied' (2.5); and
  - 'very dissatisfied' (0).

The summation index measure is obtained by multiplying the number of responses in each category by their respective score, summing these results and dividing this total by the total number of responses.

### Source:

National Survey of Community Satisfaction with Policing co-ordinated by the Australasian Centre for Policing Research (unpublished data).

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

### COMMUNITY SAFETY

#### **Outcome: The community has confidence in the level of public order, safety and security**

The Police Service shares responsibility for the public's safety and security with a number of state and federal agencies. Global events, the media's portrayal of crime and the Royal Commission are some of the factors that may affect people's feeling of safety within their community.

Data collected through the National Survey of Community Satisfaction with Policing co-ordinated by the ACPR, provides an indicator of how safe community members feel as they go about their day-to-day business.

The Police Service is focused on deterring people from offending lifestyles, increasing community awareness of services provided by police, managing and co-ordinating emergency response, and maintaining public order and safety.

The results of the survey have been analysed using the following two methods:

- A Likert summation index - a scaling technique that is widely used across the social sciences to effectively measure shifts in attitudes and opinions. For more information about the index, please refer to the notes accompanying the indicators.
- A response frequency basis - expressed as the proportion (percentage) of responses by category, for example, the proportion of respondents who answer 'safe' or 'very safe' to a question.

### **KEY PERFORMANCE INDICATOR 2 -**

#### Community perception of safety

**Indicator 2.1:** Community's perception of safety, when at home alone during the day and after dark.

**Target:** *Improve the perception of safety to a level that more closely aligns with or exceeds, the 2001-02 national level by 2005-06.*

**Indicator 2.2:** Community's perception of safety when walking or jogging alone during the day and after dark.

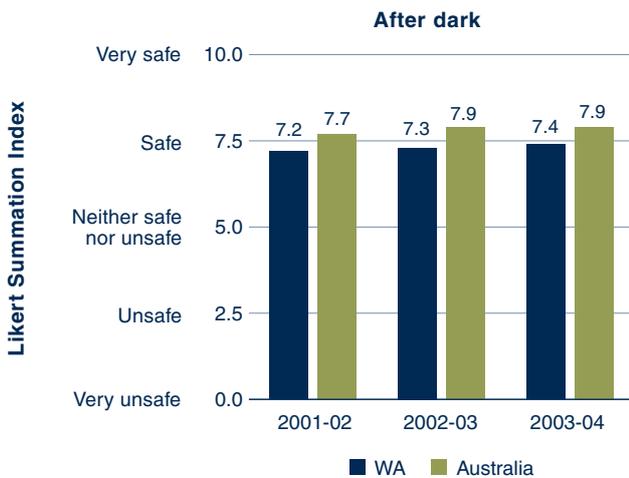
**Target:** *Improve the perception of safety to a level that more closely aligns with or exceeds, the 2001-02 national level by 2005-06.*

**Indicator 2.3:** Community's perception of safety when travelling on public transport during the day and after dark.

**Target:** *Improve the perception of safety level in 2001-02 by 10 per cent by 2005-06.*

Indicators 2.1, 2.2 and 2.3 illustrate the community perception of safety over time at home and in public places during the day and at night.

**Indicator 2.1:** Community's perception of safety when at home alone during the day and after dark, 2001-02 to 2003-04 (a)(b)(c)



**Analysis**

The charts show that members of the WA community generally felt safe when at home alone. Between 2001-02 and 2003-04 the perception of safety when at home during the day and after dark increased from 8.2 to 8.5 and from 7.2 to 7.4, respectively. The WA result is now more closely aligned with the national result for 2001-02. The Police Service is therefore on track to achieve the target.

In 2003-04:

- The proportion of the WA community who felt safe or very safe at home alone during the day was 88.2 per cent, compared with the national result of 91.9 per cent. The proportion of the WA community feeling safe or very safe at home alone after dark was 75.0 per cent and nationally it was 80.7 per cent.
- Males in WA continue to feel safer at home alone than females, both during the day and after dark.
- The 55 years and over age group had the lowest perceived level of safety at home alone during the day and after dark. However, statistically the level was not significantly different to the level perceived by the 18-19 age group during the day and the levels perceived by the 18-19 and 20-24 age groups after dark.

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

**Indicator 2.2:** Community's perception of safety when walking or jogging alone during the day and after dark, 2001-02 to 2003-04 <sup>(a)(b)(c)</sup>



### Analysis

In 2003-04, the WA community's perception of safety when walking or jogging alone during the day maintained the level of 8.2 achieved in 2002-03, equal to the 2001-02 national level. The Police Service is therefore on track to achieve the target.

In 2003-04, the perception of safety while walking or jogging alone after dark in WA was 4.9 which was not statistically different to the 2001-02 and 2002-03 levels.

In 2003-04:

- The perception of safety by the WA community when walking or jogging alone during the day (8.2) is significantly higher than that after dark (4.9). These levels are below the national results of 8.3 and 5.2, respectively.
- The proportion of the WA community who felt safe or very safe walking or jogging alone during the day was 87.4 per cent. The equivalent figure nationally was 87.8 per cent. The proportion feeling safe or very safe walking or jogging alone after dark was 36.5 per cent. The national result was 40.4 per cent.
- The perceived level of safety when walking or jogging alone was higher for males than for females, particularly at night.
- The perception of safety when walking or jogging alone was lowest in the 55 and over age group.

**Indicator 2.3:** Community's perception of safety when travelling on public transport during the day and after dark, 2001–02 to 2003–04 (a)(b)(c)(d)



**Analysis**

The charts show that the perceived level of safety for travelling on public transport improved in WA between 2001-02 and 2003-04. The Police Service is therefore progressing towards the targets of 8.0 (during the day) and is on track to achieve the target of 4.2 (after dark).

In 2003-04:

- The proportion of the WA community who felt safe or very safe travelling on public transport during the day was 63.3 per cent. This is 3.5 percentage points higher than the 2002-03 result of 59.8 per cent. The national result was 66.1 per cent in 2003-04.
- The proportion feeling safe or very safe travelling on public transport after dark was 19.9 per cent. This is 1.6 percentage points higher than the 2002-03 result of 18.3 per cent. The national result was 24.3 per cent in 2003-04.
- The level of safety perceived when travelling on public transport is higher for males than females, particularly at night.
- Generally, the younger age groups recorded the highest perceived level of safety for travelling on public transport during the day and after dark. The lowest level of safety was recorded by the 40 years and over age groups.

**Notes:**

- Data are based on an ongoing survey of people aged 15 years and over. The survey is co-ordinated by the Australasian Centre for Policing Research (ACPR) and commenced in July 2001. Nationally, about 20,000 people are surveyed over a twelve-month period with about 2,000 being in WA. Although 15–17 year olds were not surveyed in 2001–02, the inclusion of this age group in 2002–03 made no significant difference to the key survey results.
- With all sample surveys there are errors that occur by chance because the data were obtained from a sample, rather than the entire population. The relative standard error (RSE) is a measure of the error (relative to the size of the estimate) likely to have occurred due to sampling. It is common for sample estimates with a RSE of between 25 per cent and 50 per cent to be used with caution, and estimates with a RSE greater than 50 per cent not to be used. The RSE associated with each of the sample estimates used in compiling the charts for Indicators 2.1, 2.2 and 2.3 are lower than 3.3 per cent.
- The Likert summation index is a method for aggregating responses to obtain one measure of the overall (or 'average') level of attitude/opinion. This method converts the data collected into an interval scale, and then derives a measure of centrality. Each interval in the scale is assigned an equal-distant 'score' and matched to a category in the Likert scale. For example, five categories of how safe people feel are assigned scores as follows:
  - 'very safe' (10);
  - 'safe' (7.5);
  - 'neither safe nor unsafe' (5);
  - 'unsafe' (2.5); and
  - 'very unsafe' (0).

The summation index measure is obtained by multiplying the number of responses in each category by their respective score, summing these results and dividing this total by the total number of responses.

- Caution should be used when interpreting these results as some members of the community do not use, or may not have access to, public transport. In addition, public transport systems vary greatly throughout Australia, for example, the Australian Capital Territory does not have a public rail network and the Northern Territory has a limited public transport system. Accordingly, this will affect the national results.

**Source:**

National Survey of Community Satisfaction with Policing co-ordinated by the Australasian Centre for Policing Research (unpublished data).

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

### ROAD SAFETY

#### **Outcome: Road-users behave safely**

The Police Service in conjunction with the community, relevant statewide and national organisations aims to improve road-user behaviour. A co-ordinated approach to road safety is critical to developing and implementing strategies to influence safe road-user behaviour. This agency works in close partnership with the Road Safety Council to promote a range of education programs and awareness campaigns.

The Police Service's key role for this Outcome focuses on enforcement activities, identifying road safety trends and issues, working with the community to improve road-safety behaviour, and applying intelligence-led policing to road safety and traffic management.

#### **KEY PERFORMANCE INDICATOR 3 -**

#### Major factors contributing to fatal road crashes

**Indicator 3.1:** Number of fatal road crashes per 100,000 registered motor vehicles.

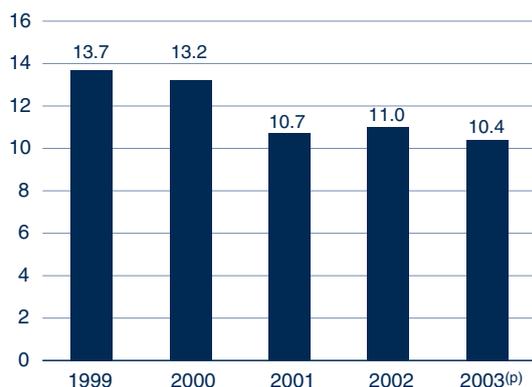
**Target:** *Contribute to reducing the number of fatal road crashes per 100,000 registered motor vehicles.*

**Indicator 3.2:** Number of fatal road crashes per 100,000 registered motor vehicles where drink-driving and excessive speed were major contributing factors.

**Target:** *Contribute to reducing the number of fatal road crashes per 100,000 registered motor vehicles where drink-driving and excessive speed were major contributing factors.*

Indicator 3.1 illustrates the number of fatal road crashes (per 100,000 registered motor vehicles). This encompasses all factors that contribute to fatal road crashes. Indicator 3.2 illustrates the number of fatal road crashes (per 100,000 registered motor vehicles) where drink-driving and excessive speed were major contributing factors.

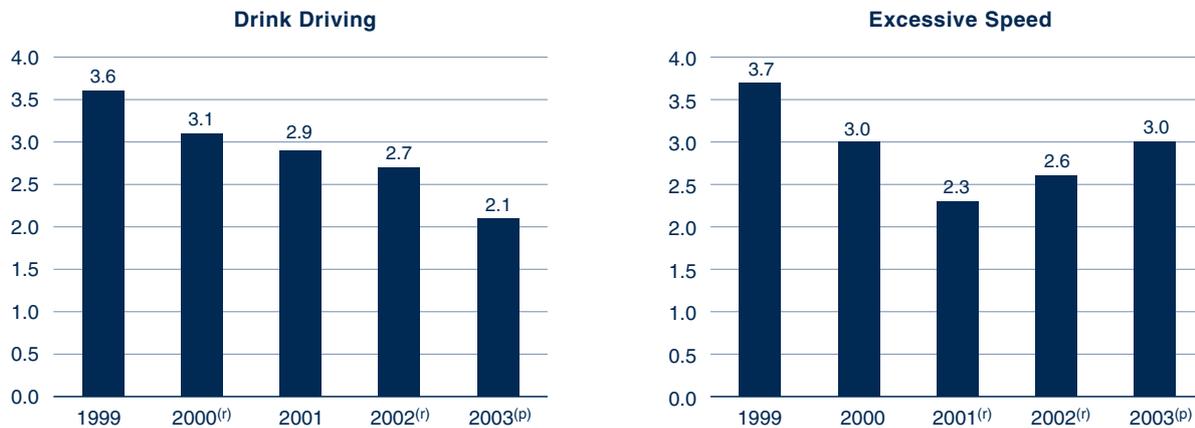
**Indicator 3.1:** Number of fatal road crashes per 100,000 registered motor vehicles <sup>(a)(b)(c)</sup>



#### **Analysis**

- The number of fatal crashes per 100,000 registered motor vehicles in 2003 is the lowest in five years. This reflects a decrease in the number of fatal crashes from 188 in 1999 to 154 in 2003.
- The number of fatal crashes per 100,000 registered motor vehicles, decreased by 24.1 per cent from 13.7 in 1999 to 10.4 in 2003.
- The decrease in the incidence of fatal crashes was achieved despite a 105,031 (7.7 per cent) increase in the number of registered motor vehicles (from 1,370,741 in 1999 to 1,475,772 in 2003).

**Indicator 3.2:** Number of fatal road crashes per 100,000 registered motor vehicles where drink-driving and excessive speed were major contributing factors <sup>(a)(b)(c)(d)(e)</sup>



### Analysis

- The number of fatal crashes per 100,000 registered motor vehicles where drink-driving was a major contributing factor, decreased by 22.2 per cent from 2.7 in 2002 to 2.1 in 2003. This is the lowest figure for at least five years and 41.7 per cent lower than the 1999 figure of 3.6.
- In 2003-04, 1,086,339 drivers were breath tested of which 1,072,108 (98.7 per cent) were found to be within the lawful alcohol limit.
- The number of fatal crashes per 100,000 registered motor vehicles where excessive speed was a major contributing factor increased by 30.4 per cent from 2.3 in 2001 to 3.0 in 2003. The 2003 figure is still 18.9 per cent lower than the 1999 figure of 3.7.
- In 2003-04, 19,975,957 drivers were monitored for speeding by speed cameras of which 16,760,321 (83.9 per cent) were found to be within the lawful speed limit.

### Notes:

- A 'fatal crash' is a road crash where at least one person died within 30 days as a result of injuries sustained in the crash. The crash must occur on a road open to and used by the public, and involve a vehicle, which was in motion. It cannot be an 'act of nature', an act of deliberate intent or as a result of a prior event such as a heart attack.
- Due to coronial inquiries into fatal crashes not being completed for the current financial year, this Key Performance Indicator is based on calendar year data (January–December).
- Registered motor vehicles as at 30 June of each year excluding caravans, trailers and plant and equipment.
- Drink-driving-related fatal crashes include fatal road crashes where at least one driver had a blood alcohol concentration of or exceeding 0.05gm per cent. These crashes may have also had other contributing causes, such as excessive speed, and therefore the figures shown for drink-driving and excessive speed are not mutually exclusive.
- Speed-related fatal crashes include fatal road crashes where excessive speed was deemed to be involved. These crashes may have also had other contributing causes, such as drink-driving, and therefore the figures shown for excessive speed and drink-driving are not mutually exclusive.
- Preliminary figures pending the completion of all coronial inquiries.
- Figures have been revised from those shown in the previous Annual Report. A revision of figures for certain years reflects changes to the number of crashes due to the completion of coronial inquiries and / or the number of registered motor vehicles.

### Sources:

Western Australia Police Service, Traffic Enforcement and Crash Executive Information System (TEACEIS) extracted 9 July 2004.  
Department for Planning and Infrastructure vehicle registration data as at 30 June 1999, 2000, 2001, 2002 and 2003 extracted in July 2004.

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

### CRIME AND JUSTICE

#### Outcome: A response to crime that brings offenders before the justice system

The Police Service's primary responsibility for this outcome is to ensure an effective response to crime and that offenders are brought before the justice system. This is achieved through the successful investigation of offences and providing support to the judicial system. Achievements in this outcome will also positively impact on Community Safety and Road Safety outcomes. These achievements do not occur in isolation and rely on partnerships with other government, local government and private agencies working on crime and justice issues.

The Police Service has introduced a number of strategies to enhance the quality of investigations and apprehension of offenders. The introduction of new technology, including DNA testing and fingerprinting technology, together with sustained targeting of repeat offenders has resulted in a reduction of offences in a number of categories, state-wide. The efforts of the Police Service in this area have been supported by legislative changes and increased police powers.

The four indicators of effectiveness for this outcome are victimisation rates, reported and detected offences, investigation of offences, and support to the judicial system resulting in successful prosecutions.

#### KEY PERFORMANCE INDICATOR 4 -

#### Victims of crime

**Indicator 4.1:** Personal victimisation rate (percentage of persons who were victims of personal crimes).

**Target:** Reduce the level of victimisation.

**Indicator 4.2:** Household victimisation rate (percentage of households that were victims of household crimes).

**Target:** Reduce the level of victimisation.

Indicators 4.1 and 4.2 illustrate the trend in victimisation rates between 1993 and 2002 based on National and State *Crime and Safety Surveys* conducted by the Australian Bureau of Statistics. A survey was not conducted in every year of this period. The next National survey is due to be conducted in 2005 with results expected to be available mid 2006.

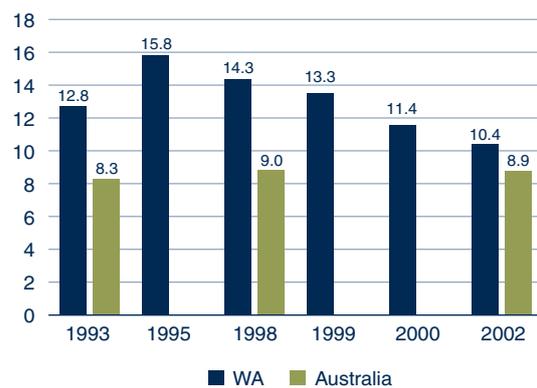
**Indicator 4.1:** Personal victimisation rate (percentage of persons who were victims of personal crimes) (a)(b)(c)(d)(e)(f)



#### Analysis

- The rate of personal victimisation for WA increased at a faster rate than the Australian rate from 1993 to 1998. Since 1998, the rate for WA has remained relatively steady while the Australian rate has increased.
- WA's rate of personal victimisation was higher than the Australian rate for 1998 and 2002.

**Indicator 4.2:** Household victimisation rate (percentage of households that were victims of household crimes) (a)(b)(c)(d)(g)



#### Analysis

- WA's rate of household victimisation has shown a steady downward trend from 1995 (15.8 per cent) to 2002 (10.4 per cent) and is now closer to the Australian rate (8.9 per cent).
- The rate of Motor Vehicle Theft in WA has decreased since 1995 to be the lowest in Australia in 2002. This has contributed to a reduction in the household victimisation rate over the same period.

**Notes:**

- (a) Australian data are based on the responses of about 41,000 people (aged 15 years and over) and 20,000 households, surveyed nationally in 1993, 1998 and 2002. WA data are based on the responses of over 5,000 people and 2,500 households, surveyed as part of this national survey, as well as separate State surveys in 1995, 1999 and 2000.
- (b) With all sample surveys there are errors that occur by chance because the data were obtained from a sample, rather than the entire population. The relative standard error (RSE) is a measure of the error (relative to the size of the estimate) likely to have occurred due to sampling. It is common for estimates with an RSE of between 25 per cent and 50 per cent to be used with caution, and estimates with an RSE greater than 50 per cent not to be used. The RSE associated with each of the estimates reported in the indicators are lower than six per cent.
- (c) It should be emphasised that the responses obtained in these surveys are based on each respondent's perception of having been the victim of an offence. The terms used for the offences (such as robbery, assault) summarise the wording of the questions asked of the respondent, and may not necessarily correspond with the legal or police definitions, which are used for each offence. Consequently, direct comparison between these figures and police statistics on reported offences may be misleading and should be avoided.
- (d) Caution should be used when comparing 1995 and earlier data with data for later years due to changes to the wording of the survey questionnaire.
- (e) Male victims of sexual assault aged 18 years and over were included in the survey for the first time in 2002. However, the number of male victims was relatively small and their inclusion had no impact on the rate of personal victimisation.
- (f) The personal victimisation rate is based on the percentage of all persons who perceived themselves as being victims of robbery, assault or sexual assault offences.
- (g) The household victimisation rate is based on the percentage of all households that were subject to perceived break and enter, attempted break and enter, or motor vehicle theft offences.

**Source:**

Australian Bureau of Statistics, *Crime and Safety Survey* (ABS Cat. No. 4509.0, 4509.5 and 1367.5).

**KEY PERFORMANCE INDICATOR 5 -****Offences reported and detected**

**Indicator 5.1(a):** Number of offences reported and detected per 100,000 persons, 1998-99 to 2002-03.

**Target:** *Reduce the number of reported offences against the person and property per 100,000 persons.*

**Indicator 5.1(b):** Number of offences reported and detected per 100,000 persons, 2003-04.

**Target:** *Reduce the number of reported offences against the person and property per 100,000 persons.*

Key Performance Indicator 5 provides another perspective on the incidence of crime based on offence data recorded by the Police Service. This KPI is comprised of charts that show the trend for 'total selected offences' as well as the major offence categories of 'offences against property', 'offences against the person' and 'other selected offences'. The number of offences is expressed as a rate per 100,000 persons to account for changes in population and therefore allows a comparative analysis of the incidence of crime to be made over time.

From late 2002, a number of factors have affected victim reporting and police recording of offences. For example:

- Policy changes in some sectors of the finance industry and recording issues associated with the introduction of the *FrontLine Incident Management System* have resulted in a decrease in the number of 'fraud' offences recorded.
- Recording issues and reporting practices by some Government agencies, local government authorities and private enterprise associated with the offence category of 'graffiti' have impacted on the number of offences recorded.
- Coding and recording issues associated with the offence category of 'sexual assault' have resulted in a decrease in the number of offences recorded.
- The introduction of the *FrontLine Incident Management System* has enabled improved recording of 'aggravated robbery' offences, for example, the inclusion of circumstances of aggravation not previously able to be recorded. These circumstances, which are reflected in statute, now include armed robbery, robbery in company and robbery committed against persons aged 60 and over.
- Definitional, coding and processing changes associated with the introduction of the *FrontLine Incident Management System* have had an impact on some data.

# Key Performance Indicators

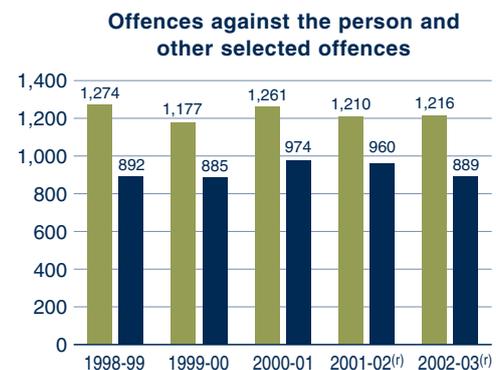
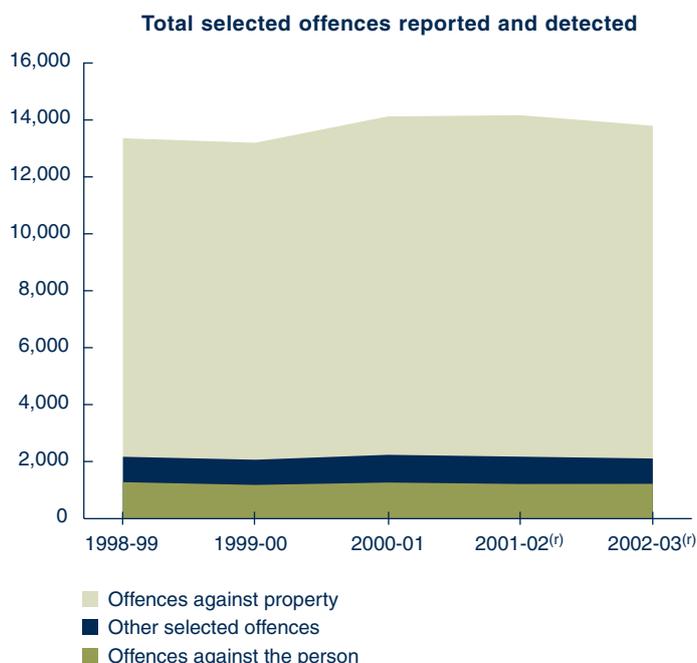
## EFFECTIVENESS INDICATORS

Of all these factors, those affecting the offence categories of 'fraud' and 'graffiti' were considered to be significant enough to warrant their exclusion from the broad offence category of 'offences against property'. As a consequence, the Police Service in consultation with the Office of the Auditor General (OAG) declared a break in the time series commencing in 2003-04. In order to satisfy the OAG's requirements, Key Performance Indicator 5 has been divided into two indicators as follows:

- Indicator 5.1(a) illustrates the trend in the incidence of offences reported and detected from 1998-99 to 2002-03. The data for this indicator includes 'fraud' and 'graffiti' offences.
- Indicator 5.1(b) illustrates the incidence of offences reported and detected in 2003-04. The data on which Indicator 5.1(b) is based reflects the above-mentioned factors affecting victim reporting and police recording of offences. 'Fraud' and 'graffiti' offences are excluded from 'offences against property' and therefore 'total selected offences' reported and detected. As a result, with the exception of 'offences against the person' and 'other selected offences' the statistics shown in this indicator are not comparable to those shown in Indicator 5.1(a).

### Indicator 5.1(a): Number of offences reported and detected per 100,000 persons, 1998-99 to 2002-2003

(a)(b)(c)(d)(e)(f)(g)(h)(i)

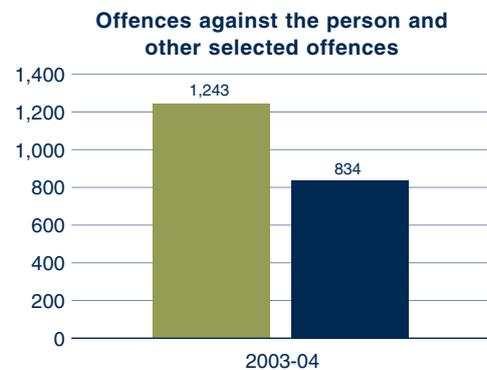
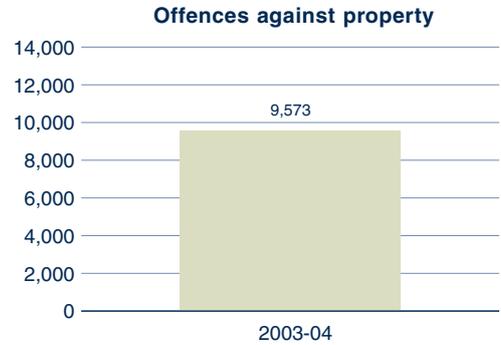
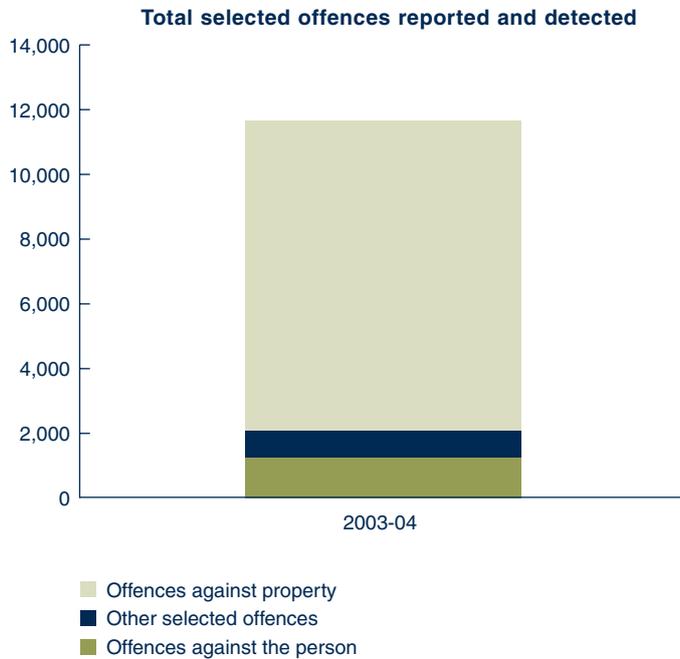


### Analysis

- In 2002-03, the number of 'total selected offences' reported and detected per 100,000 persons was 13,797. This represents a decrease of 2.6 per cent (-371) compared with the 2001-02 rate (14,168).
- 'Offences against property' comprise about 85 per cent of 'total selected offences' reported and detected. The rate of offences per 100,000 persons decreased 2.5 per cent (-305) from a rate of 11,998 in 2001-02 to 11,693 in 2002-03. A large proportion of these offences are comprised of 'burglary' offences. The rate of 'burglary' offences decreased by 1.9 per cent (-60) from 3,198 per 100,000 persons in 2001-02 to 3,138 in 2002-03.
- 'Offences against the person' make up less than nine per cent of 'total selected offences' reported and detected, with the majority involving an 'assault(s)' of some description. The rate of offences per 100,000 persons increased by 0.5 per cent (6) from 1,210 in 2001-02 to 1,216 in 2002-03.
- 'Other selected offences' make up about six per cent of 'total selected offences' reported and detected. The rate of offences per 100,000 persons in 2002-03 decreased by 7.4 per cent (-71) to 889 from 960 in 2001-02. Over 80 per cent of 'other selected offences' are 'drug' offences, the detection of which can be influenced by proactive policing initiatives.

**Indicator 5.1(b):** Number of offences reported and detected per 100,000 persons in 2003–2004

(a)(b)(c)(d)(e)(f)(g)(h)(i)



**Analysis**

- Due to the break in the time series, the rate of 'total selected offences' and 'offences against property' in 2003-04 cannot be directly compared with the rate of offences for previous periods shown in Indicator 5.1(a). However, allowing for the exclusion of 'fraud' and 'graffiti' offences, the total number of selected offences recorded in 2003-04 is lower than 2002-03. This has resulted from significant reductions in the number of 'steal motor vehicle' (16.4 per cent), 'burglary' (14.9 per cent), 'theft' (10.2 per cent) and 'possession of drug' (10.7 per cent) offences.
- The rate of 'offences against the person' per 100,000 persons increased by 2.7 per cent (33) from 1,210 in 2001-02 (see Indicator 5.1(a)) to 1,243 in 2003-04. The Police Service is working towards achieving the target.
- The rate of 'other selected offences' per 100,000 persons decreased by 14.4 per cent (-140) from 974 in 2000-01 (see Indicator 5.1(a)) to 834 in 2003-04.

**Notes:**

- (a) Selected offences reported to or becoming known to police, and resulting in the submission of an offence/incident report in either the *Offence Information System (OIS)* or *FrontLine Incident Management System (IMS)*. Excludes offences against public order, such as disorderly conduct and offences against the *Firearms Act 1973*, *Liquor Licensing Act 1988* and a number of other offences against the statute laws of this State and the Commonwealth.
- (b) The number of reported offences is not within the direct control of the Police Service.
- (c) The statistics are provisional and subject to revision.
- (d) 'Offences against the person' include: homicide, driving causing death, sexual assault, assault, threatening behaviour, deprivation of liberty and robbery.
- (e) In Indicator 5.1(a) 'offences against property' include: burglary, steal motor vehicle, theft, receiving/illegal use, fraud, arson, graffiti and property damage. In Indicator 5.1(b), 'offences against property' exclude fraud and graffiti.
- (f) 'Other selected offences' include: breach of restraint and drug offences (trafficking and/or possession).
- (g) The number of reported offences for a period (e.g. financial year) comprises all selected offences reported during that period and may include offences committed during earlier periods.
- (h) Proactive policing and Government strategies to encourage the reporting of certain offences, such as domestic violence and sexual assault, and the proactive targeting by the police of certain offences will increase the number of offences reported or detected for a given period. However, a decrease in the number of reports for a targeted offence may occur in subsequent periods if the targeting has been successful or a different offence becomes a replacement target.
- (i) For the number of offences reported and detected by offence category, please refer to the Statistical Appendix.
- (r) Revised offence rates from those shown in the previous Annual Report. The revised rates are due to updated offence data and revised Estimated Resident Population figures.

**Sources:**

Western Australia Police Service *Offence Information System (OIS)* and *FrontLine Incident Management System (IMS)*.  
 Australian Bureau of Statistics, *Australian Demographic Statistics*, December Quarter 2003 (ABS Cat. No. 3101.0).

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

### KEY PERFORMANCE INDICATOR 6 -

#### Investigation of offences

**Indicator 6.1:** Number and rate of reported 'offences against the person' cleared.

**Target:** *Improve on the 2001–02 clearance rate by 2005–06.*

**Indicator 6.2:** Number and rate of reported 'offences against property' cleared.

**Target:** *Improve on the 2001–02 clearance rate by 2005–06.*

**Indicator 6.3:** 'Other selected offences' – number and rate of reported offences cleared.

**Target:** *Improve on the 2001–02 clearance rate for drug offences by 2005–06.*

**Indicator 6.4:** Outcome of investigations – the proportion (%) of investigations finalised within 30 days.

**Target:** *Improve the proportion of investigations finalised within 30 days.*

A measure of the quality of investigations is the number of offences that are cleared or the clearance rate. An offence is deemed to be cleared where a satisfactory result has been achieved or where, for some substantial reason, police investigations cannot be continued<sup>(1)</sup>. A proportion of offences investigated are not finalised by the end of the financial year when figures for these performance indicators are extracted. The investigation of these offences may either be actively continued into the next financial year or are pending/ suspended until a decision has been made to finalise the case.

From late 2002, a number of factors have affected victim reporting and police recording of offences (and therefore the clearance of offences). For example:

- Policy changes in some sectors of the finance industry and recording issues associated with the introduction of the *FrontLine Incident Management System* have resulted in a decrease in the number of 'fraud' offences recorded.
- Recording issues and reporting practices by some Government agencies, local government authorities and private enterprise associated with the offence category of 'graffiti' have impacted on the number of offences recorded.
- Coding and recording issues associated with the offence category of 'sexual assault' have resulted in a decrease in the number of offences recorded.
- The introduction of the *FrontLine Incident Management System* has enabled improved recording of 'aggravated robbery' offences, for example, the inclusion of circumstances of aggravation not previously able to be recorded. These circumstances, which are reflected in statute, now include armed robbery, robbery in company and robbery committed against persons aged 60 and over.
- Definitional, coding and processing changes associated with the introduction of the *FrontLine Incident Management System* have had an impact on some data.

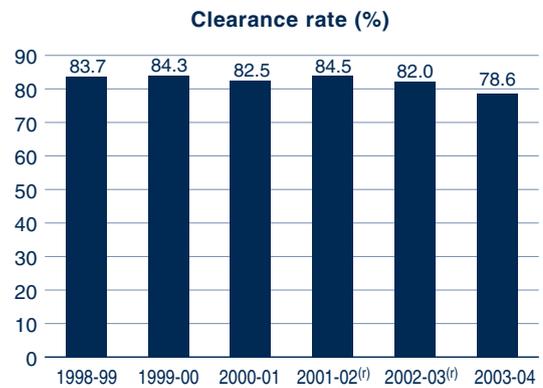
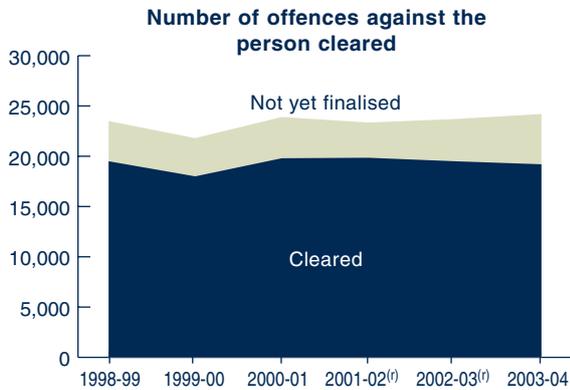
Of all these factors, those affecting the offence categories of 'fraud' and 'graffiti' were considered to be significant enough to warrant their exclusion from the broad offence category of 'offences against property'. As a consequence, the Police Service in consultation with the Office of the Auditor General (OAG) declared a break in the time series for Indicator 6.2 commencing in 2003-04. In order to satisfy the OAG's requirements, Indicator 6.2 has been divided into two indicators as follows:

- Indicator 6.2(a) illustrates the trend in the number and rate of reported 'offences against property' cleared from 1998-99 to 2002-03. The data for this indicator includes 'fraud' and 'graffiti' offences.
- Indicator 6.2(b) illustrates the number and rate of reported 'offences against property' cleared in 2003-04. The data on which Indicator 6.2(b) is based excludes 'fraud' and 'graffiti' offences. As a result, the statistics shown in this indicator are not comparable to those shown in Indicator 6.2(a).

The number of offences cleared and the clearance rate are illustrated in Indicators 6.1, 6.2(a), 6.2(b) and 6.3. Indicator 6.4 shows the proportion of investigations that were finalised within 30 days from the offence being recorded.

**Indicator 6.1:** Number and rate of reported offences against the person cleared, 1998–99 to 2003–04

(a)(b)(c)(d)(e)(f)(g)(h)(i)

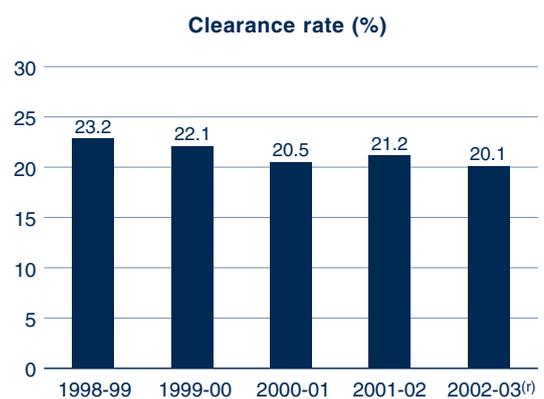
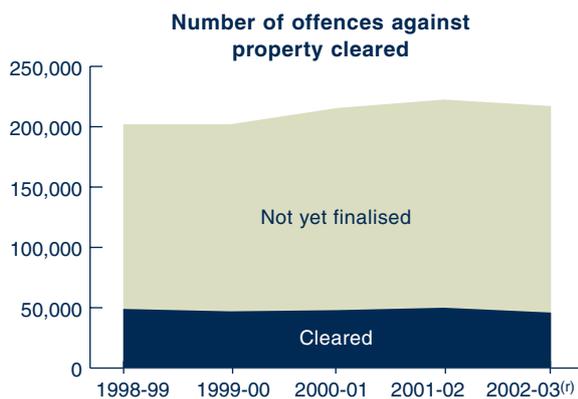


**Analysis**

- The clearance rate has decreased from 84.5 per cent in 2001-02 to 78.6 per cent in 2003-04. This was the result of a 1.7 per cent (-337) decrease in the number of offences cleared (from 19,580 in 2001-02 to 19,243 in 2003-04) compared with a 5.7 per cent increase (1,321) in reported offences (from 23,158 in 2001-02 to 24,479 in 2003-04). The Police Service is working towards achieving the 2005-06 target.
- The investigation of 'offences against the person' is given the highest priority. This is reflected in the relatively high clearance rate for such offences.

**Indicator 6.2(a):** Number and rate of reported offences against property cleared, 1998–99 to 2002–03

(a)(b)(c)(d)(e)(f)(g)(h)(j)



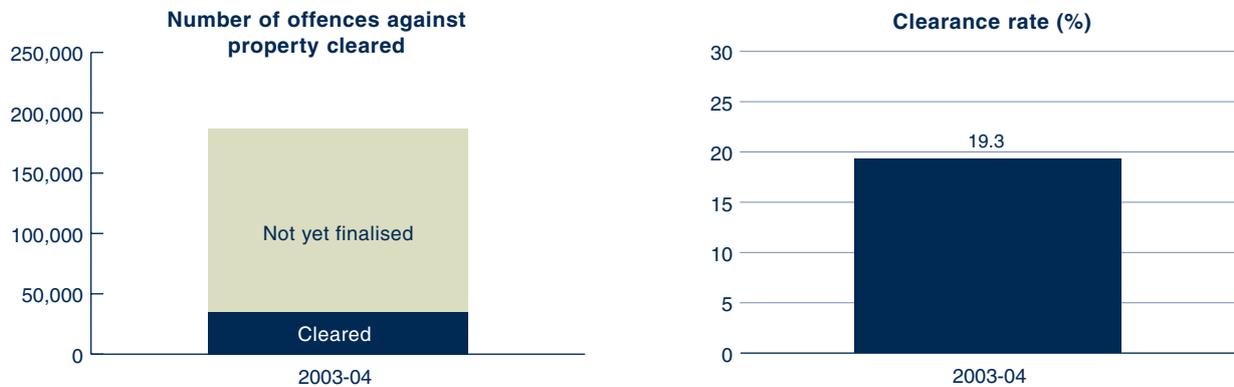
**Analysis**

- The clearance rate decreased from 21.2 per cent in 2001-02 to 20.1 per cent in 2002-03. This was the result of a 6.1 per cent (-2,975) decrease in the number of offences cleared (from 48,604 in 2001-02 to 45,629 in 2002-03) compared with a 1.3 per cent (-3,081) decrease in the number of reported offences (from 229,554 in 2001-02 to 226,473 in 2002-03).
- Over 200,000 'offences against property' are reported each year. Given the volume of offences, and the priority given to the investigation of 'offences against the person', 'offences against property' have had a relatively low clearance rate of around 20 per cent. However, this equates to over 45,000 offences cleared each year since 1998-99.

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

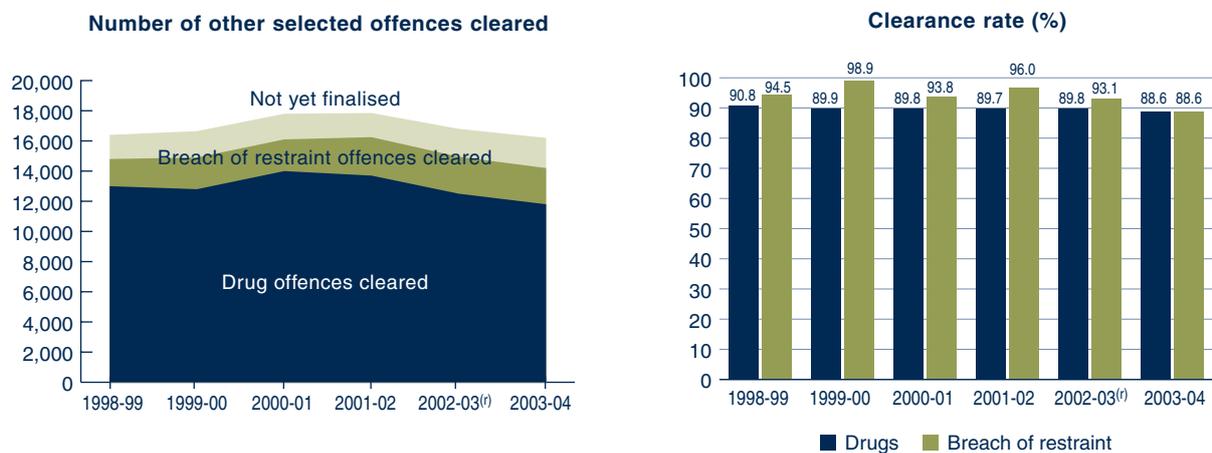
**Indicator 6.2(b):** Number and rate of reported offences against property cleared, 2003–04 (a)(b)(c)(d)(e)(f)(g)(h)(i)



### Analysis

- Due to the break in time series, the number and rate of reported 'offences against property' cleared in 2003-04 cannot be directly compared with previous periods shown in Indicator 6.2(a). However, allowing for the exclusion of 'fraud' and 'graffiti' offences, the rate of reported 'offences against property' cleared in 2003-04 is higher than 2002-03. This has resulted from increases in the clearance rate for 'receiving/illegal use', 'burglary', 'steal motor vehicle' and 'property damage' offences.

**Indicator 6.3:** Other selected offences – number and rate of reported offences cleared, 1998–99 to 2003–04 (a)(b)(c)(d)(e)(f)(g)(h)(k)



### Analysis

- The offence category of 'other selected offences' comprises 'drug' offences (trafficking and/or possession) and 'breach of restraint' offences.
- Over 85 per cent of 'other selected offences' cleared are 'drug' offences. Most 'drug' offences are detected by police rather than reported to police. As a result, the clearance rate for 'drug' offences has been consistently high.
- The clearance rate for 'drug' offences decreased from 89.7 per cent in 2001–02 to 88.6 per cent in 2003–04. This was the result of a 14.8 per cent (-2,051) decrease in the number of offences cleared (from 13,850 in 2001–02 to 11,799 in 2003–04) compared with a 13.8 per cent (-2,124) decrease in the number of offences (from 15,443 in 2001–02 to 13,319 in 2003–04). The Police Service is working towards achieving the 2005-06 target.
- The clearance rate for 'breach of restraint' offences decreased from 96.0 per cent in 2001–02 to 88.6 per cent in 2003–04 which was the lowest rate for at least six years. This was the result of a 1.5 per cent (-41) decrease in the number of offences cleared (from 2,798 in 2001–02 to 2,757 in 2003–04) compared with a 6.7 per cent (194) increase in the number of reported offences (from 2,916 in 2001–02 to 3,110 in 2003–04).

**Indicator 6.4:** Outcome of Investigations – the proportion (%) of investigations finalised within 30 days <sup>(f)(l)(m)</sup>

Offence Category	Calendar Year				
	1999	2000	2001	2002	2003
<b>Homicide</b> <sup>(n)</sup>	78.2	62.1	63.6	69.7	82.4
<b>Assault</b>	54.7	54.9	54.5	54.3	57.2
<b>Sexual assault</b>	46.7	43.7	43.2	39.3	50.1
<b>Robbery</b> <sup>(o)</sup>	25.7	24.8	26.2	24.7	26.4
<b>Burglary (UEWI)</b> <sup>(p)</sup>	7.9	6.7	6.9	7.1	7.9
<b>Motor vehicle theft</b>	13.0	13.9	15.0	14.9	15.0
<b>Other theft</b>	15.2	14.9	14.8	14.2	13.7

**Analysis**

- In the 2003 calendar year, an improvement in the proportion of investigations finalised within 30 days compared with 2002 was achieved for each of the selected recorded offence categories, with the exception of ‘other theft’. In each case, the proportion of investigations finalised was either the highest or equal highest in five years. The Police Service is therefore on track to achieve its target.
- The proportion of ‘sexual assault’ offence investigations finalised within 30 days increased by 27.5 per cent from 39.3 per cent in 2002 to 50.1 per cent in 2003. This is the highest proportion of investigations finalised since 1999. The finalisation of ‘sexual assault’ offences may be affected by any increase in reporting of historically occurring multiple offences as these could require a lengthy investigation before finalisation.
- A higher proportion of investigations relating to offences against the person, such as ‘homicide’, ‘assault’, ‘sexual assault’ and ‘robbery’ are finalised within 30 days. This is a reflection of the high priority the Police Service gives to investigating these offences and the relatively higher volume of property offences such as ‘burglary’.

**Notes:**

- (a) Selected offences reported to or becoming known to police, and resulting in the submission of an offence/incident report in either the *Offence Information System (OIS)* or *FrontLine Incident Management System (IMS)*. Excludes offences against public order, such as disorderly conduct and offences against the *Firearms Act 1973*, *Liquor Licensing Act 1988* and a number of other offences against the statute laws of this State and the Commonwealth.
- (b) The number of reported offences is not within the direct control of the Police Service.
- (c) The statistics are provisional and subject to revision.
- (d) The number of reported offences for a period (e.g. financial year) comprises all selected offences reported during that period and may include offences committed during earlier periods.
- (e) Proactive policing strategies undertaken by the Police Service to encourage the reporting of certain offences, such as domestic violence and sexual assault, and the proactive targeting by the police of certain offences will increase the number of offences reported or detected for a given period. However, a decrease in the number of reports for a targeted offence may occur in subsequent periods if the targeting has been successful or a different offence becomes a replacement target.
- (f) An offence is deemed to be cleared or finalised where a satisfactory result has been achieved or where, for some substantial reason, police investigations cannot be continued. This includes: offender(s) processed by arrest, summons, Juvenile Justice Team referral or juvenile caution; the offender has died; the offender is in another jurisdiction and extradition is not desired or available; there is a statute bar to proceedings where an offender is under age or claims diplomatic immunity; admittance to a psychiatric facility; false or mistaken reports; civil action recommended.
- (g) The number of offences cleared (clearances) for a period (e.g. financial year) comprises all offences for which a clearance was recorded during that period. Due to the nature and length of investigations, the number of offences cleared during a period may include offences reported prior to that period.
- (h) The clearance rate is based on the number of offences cleared during a period expressed as a percentage of the number of offences reported during the same period. The clearance rate may exceed 100 per cent due to more offences being cleared than were reported during a reporting period.

# Key Performance Indicators

## EFFECTIVENESS INDICATORS

- (i) 'Offences against the person' include: homicide, driving causing death, assault, sexual assault, threatening behaviour, deprivation of liberty and robbery.
- (j) In Indicator 6.2(a) 'offences against property' include: burglary, steal motor vehicle, theft, receiving/illegal use, fraud, arson, graffiti and property damage. In Indicator 6.2(b) 'offences against property' exclude fraud and graffiti.
- (k) 'Other selected offences' include: breach of restraint and drug offences (trafficking and/or possession).
- (l) Outcome of investigations represents the status that a police investigation has reached after a period of 30 days has elapsed since the police recorded the offence.
- (m) The statistics shown in Indicator 6.4 and the use of the 30-day period, have been compiled according to national standards and classifications developed by the Australian Bureau of Statistics. The national counting rule is based on the number of victims of offences rather than the total number of offences recorded.
- (n) 'Homicide' includes: murder, attempted murder and manslaughter.
- (o) 'Robbery' includes: armed and unarmed robbery.
- (p) 'Burglary' or 'Unlawful Entry With Intent' (UEWI) is the unlawful entry of a structure with the intent to commit an offence that includes the taking of property and other criminal acts.
- (q) For the number of offences cleared and the clearance rate by offence category, please refer to the Statistical Appendix.
- (r) Revised figures from those shown in the previous Annual Report due to updated offence and clearance data.

### Sources:

Western Australia Police Service *Offence Information System (OIS)* and *FrontLine Incident Management System (IMS)*.  
 Australian Bureau of Statistics, *Recorded Crime - Victims (1999, 2000, 2001, 2002 and 2003)*, (ABS Cat. No. 4510.0).

## KEY PERFORMANCE INDICATOR 7 -

### Support to judicial processes resulting in successful prosecutions

**Indicator 7.1:** Conviction rate for matters placed before the courts by the Police Service.

**Target:** *Improve the overall conviction rate above 94.7 per cent by 2005-06.*

Police activities supporting the judicial process include police prosecutions, presenting of evidence, processing and serving of court documents, and managing the bail and court reporting process. Achieving successful prosecutions through the court system is the culmination of all the activities involved in the investigation process and is an indicator of the effectiveness of these processes.

A successful prosecution can be achieved in two ways. An accused person may enter a plea of guilty to a charge(s). This is usually a reflection of the evidence disclosed to the defence by police prosecutors in accordance with our "Disclosure Policy". If the accused person chooses to defend the charge, the matter is listed for trial where a successful prosecution will be achieved if they are subsequently found guilty.

Indicator 7.1 encompasses three aspects of effectiveness: the overall conviction rate, the rate of guilty pleas before trial and the rate of conviction for matters listed for trial.

**Indicator 7.1:** Conviction rate (%) for matters placed before the courts by the Police Service, 2002-03 to 2003-04 (a)(b)(c)(d)

	2002-03 (r)	2003-04
The overall conviction rate	96.2%	97.7%
The rate of guilty pleas before trial	90.2%	93.8%
The rate of conviction for matters listed for trial	61.4%	62.9%

## Analysis

- The overall conviction rate increased from 96.2 per cent in 2002-03 to 97.7 per cent in 2003-04. The Police Service is therefore on track to achieve the target.
- The rate of guilty pleas before trial increased from 90.2 per cent in 2002-03 to 93.8 per cent in 2003-04.
- The rate of convictions for matters listed for trial increased from 61.4 per cent in 2002-03 to 62.9 per cent in 2003-04 (only 6.2 per cent of total matters were listed for trial in 2003-04).

## Notes:

- (a) For the purpose of these statistics, matters represent charges. The statistics include matters that have been placed before the Children's Court and Court of Petty Sessions throughout the State by the Police Service and may also include a small number of matters placed before the Christmas Island Court by the Australian Federal Police. Criminal matters placed before the District and Supreme Courts are not included.
- (b) During 2002-03, the Police Service arranged for the Department of Justice (DOJ) to supply court-sourced data to replace internally sourced data for internal and external reporting purposes. The benefits arising from using DOJ data include greater data accuracy, consistency and validity. Due to methodological differences, direct comparison cannot be made between the DOJ data and the police sourced data previously used for this key performance indicator. For this reason, prosecution data prior to 2002-03 has not been provided.
- (c) It is important to note that matters listed for trial may not actually proceed to trial, but a guilty or not guilty finding can still be recorded.
- (d) The rate of guilty pleas is based on the number of guilty pleas expressed as a percentage of the sum of guilty pleas and matters listed for trial. The rate of conviction for matters listed for trial is based on the number of trial-guilty findings expressed as a percentage of the total number of matters listed for trial. The overall conviction rate is based on the sum of guilty pleas and trial-guilty findings expressed as a percentage of the sum of guilty pleas and matters listed for trial.
- (e) Figures have been revised from those shown in the previous Annual Report due to updated sources of data and the removal of withdrawn matters from the calculation of the rate of guilty pleas and the overall conviction rate. Matters are withdrawn for a number of reasons, many of which fall outside the control of the Police Service and do not contribute to the conviction rate. As a result of this change in the calculation of the rate of guilty pleas and the overall conviction rate, the rates shown in this Annual Report are not comparable with those shown in previous Annual Reports.

## Source:

Department of Justice (Magistrates' Courts), CHIPS information system. This is a computerised case management system in which Children's Court and Court of Petty Sessions matters are recorded.

# Key Performance Indicators

## EFFICIENCY INDICATOR

### KEY PERFORMANCE INDICATOR 8 - Estimated cost of police services (Outputs)

The key efficiency indicator demonstrates the efficiency with which the Police Service allocates its resources to the appropriate services (outputs) to create a safer and more secure community.

One means of measuring efficiency is the total costs of providing a police service to Western Australia. Another indicator is the cost of each service (output) based on hours of service provided. Table 8 shows the total cost (expenditure), the cost per hour, and the cost per person in 2002-03 and 2003-04 for each service (output).

**Table 8: Costs of Police Services (outputs)**

Output (a)	2002-03 Costs in \$million	2003-04 Costs in \$million	2002-03(a)(b) Cost per hour \$	2003-04(a)(b) Cost per hour \$	2002-03(c) Cost per person \$	2003-04(c) Cost per person \$
<b>Community Safety</b>	<b>211.078</b>	<b>231.058</b>				
1. Community support, crime prevention and public order	202.771	221.003	66	72	105 (r)	112
2. Emergency management and coordination	8.307	10.055	72	81	4	5
<b>Road Safety</b>	<b>93.156</b>	<b>103.198</b>				
3. Traffic management and road safety	93.156	103.198	60	66	48	52
<b>Crime and Justice</b>	<b>245.024</b>	<b>259.940</b>				
4. Response to and investigation of offences	188.461	199.384	66	72	97	101
5. Services to the judicial process	56.563	60.556	68	74	29	31
<b>Total yearly cost</b>	<b>549.258</b>	<b>594.196</b>	<b>65</b>	<b>71</b>	<b>284 (r)</b>	<b>302</b>

#### Analysis

- Community support, crime prevention and public order represented the largest resource commitment in both 2002-03 and 2003-04, with a rounded off figure of \$112 spent per person in 2003-04. This output equated to approximately 37 per cent of police resources in 2002-03 and 2003-04. This reflects the agency's continued aim of working closely with local communities in crime prevention and proactive policing initiatives.
- Response to and investigation of offences, Traffic management and road safety were also major commitments and reflect priorities directed towards safety and security issues.
- In 2003-04, the cost per hour of police services increased for all outputs. This reflects a moderate increase in appropriation.
- In 2003-04, the cost of police services per person increased for all the outputs. Emergency management and coordination (Output 2) increased by 25 per cent. This increase for Output 2, that is reflected in the cost per hour also, was due to increased appropriation to address the issue of terrorism.

#### Notes:

- (a) Calculated by dividing Actual Total Cost for each Output by the actual operational hours for each Output.
- (b) Allocation of cost and hours based on Police Service Activity Quarterly Surveys for the period.
- (c) Calculated by dividing Actual Total Cost for each Output by the Estimated Resident Population for Western Australia as at December 2002 and December 2003, respectively.
- (r) Revised figure from that shown in the previous Annual Report.

#### Sources:

Total cost of output from "Output Schedule of Expenses and Revenues" for the years ending 30 June 2003 and 30 June 2004, respectively. Operating hours are obtained from the Resource Management Information System and are distributed according to percentages from Western Australia Police Service Quarterly Activity Surveys.

Australian Bureau of Statistics, *Australian Demographic Statistics, December Quarter 2003* (ABS Cat. No. 3101.0).

# Output Based Management Performance Measures

Requirement under Treasurer's Instructions (TI) 904 Section (3)(ii)

## Output 1: Community Support, Crime Prevention and Public Order

	<b>2003-04 Budget Estimate</b>	<b>2003-04 Actual</b>
Total cost of Output <sup>(a)(b)</sup>	\$214.589m	\$221.003m
<b>Performance Measures for Output 1</b>		
<b>Quantity</b>		
Hours of services to maintain lawful behaviour <sup>(a)(b)</sup>	3.354m	3.062m
<b>Quality</b>		
Percentage of the community satisfied with the job the Police Service is doing in supporting community programs <sup>(c)</sup>	>74%	72%
Percentage of the community satisfied with the job the Police Service is doing in dealing with public order problems <sup>(c)</sup>	>50%	47%
<b>Timeliness</b>		
Percentage of general calls for assistance (not including '000' calls) answered within 20 seconds <sup>(d)</sup>	85%	78%
<b>Cost (Efficiency)</b>		
Average cost per hour of community support, crime prevention and public order <sup>(e)</sup>	\$63.98	\$72.18

## Output 2: Emergency Management and Coordination

	<b>2003-04 Budget Estimate</b>	<b>2003-04 Actual</b>
Total cost of Output <sup>(a)(b)</sup>	\$8.943m	\$10.055m
<b>Performance Measures for Output 2</b>		
<b>Quantity</b>		
Hours of emergency management and coordination <sup>(a)(b)</sup>	.123m	.124m
<b>Quality</b>		
Number of state emergency management plans that are in place and current, where the Police Service is the designated hazard management authority <sup>(f)</sup>	6	6
<b>Cost (Efficiency)</b>		
Average cost per hour of emergency management and coordination <sup>(e)</sup>	\$72.71	\$81.09

# Output Based Management Performance Measures

## Output 3: Traffic Management and Road Safety

	2003-04 Budget Estimate	2003-04 Actual
Total cost of Output <sup>(a)(b)</sup>	\$91.823m	\$103.198m
<b>Performance Measures for Output 3</b>		
<b>Quantity</b>		
Hours of traffic management and road safety <sup>(a)(b)</sup>	1.522m	1.554m
<b>Quality</b>		
Percentage of the community satisfied with the service received during the most recent traffic contact with the Police Service <sup>(c)</sup>	>90%	88%
<b>Timeliness</b>		
No single measure of timeliness covers the diverse activities of this output. Specific measures related to delivering services in the most appropriate locations and at the most suitable time to maximise the desired outcome of 'road-users behave safely' are being developed		
<b>Cost (Efficiency)</b>		
Average cost per hour of traffic management and road safety <sup>(e)</sup>	\$60.33	\$66.41

## Output 4: Response to and Investigation of Offences

	2003-04 Budget Estimate	2003-04 Actual
Total cost of Output <sup>(a)(b)</sup>	\$199.825m	\$199.384m
<b>Performance Measures for Output 4</b>		
<b>Quantity</b>		
Hours of response to and investigation of offences <sup>(a)(b)</sup>	3.101m	2.773m
<b>Quality</b>		
Percentage of matters brought before the courts by the Police Service that result in a plea of guilty <sup>(g)(h)(i)</sup>	>91%	94%
Percentage of defended matters successfully prosecuted by the Police Service <sup>(g)(h)(i)</sup>	>79%	63%
<b>Timeliness</b>		
Percentage of emergency calls ('000') for police assistance answered in 20 seconds <sup>(j)</sup>	90%	83%
Average time taken to respond to urgent calls for assistance in the metropolitan area from call received to arrival at scene <sup>(k)</sup>		
• Priority 1-2 calls	9 mins	9 mins
• Priority 3 calls	18 mins	20 mins
Percentage of investigations for offences against the person finalised within 30 days <sup>(l)(m)(n)</sup>	>50%	53%
Percentage of investigations for property offences finalised within 30 days <sup>(l)(m)(o)</sup>	>12%	12%
<b>Cost (Efficiency)</b>		
Average cost per hour of response to and investigation of offences <sup>(e)</sup>	\$64.44	\$71.90

## Output 5: Services to the Judicial Process

	2003-04 Budget Estimate	2003-04 Actual
Total cost of Output (a)(b)	\$56.398m	\$60.556m
<b>Performance Measures for Output 5</b>		
<b>Quantity</b>		
Hours of services to the judicial process (a)(b)(p)	.850m	.821m
<b>Quality</b>		
Percentage of matters brought before the courts by the Police Service that result in a plea of guilty (g)(h)(i)	>91%	94%
Percentage of defended matters successfully prosecuted by the Police Service (g)(h)(i)	>79%	63%
<b>Timeliness</b>		
Timeliness measures are not appropriate as the Police Service has no control over the timing of the court process		
<b>Cost (Efficiency)</b>		
Average cost per hour of services to the judicial process (e)	\$66.35	\$73.76

# Output Based Management Performance Measures

## Notes:

- (a) The 2003-2004 Budget Estimates were based on data from the Resource Management Information System (RMIS) using May 2002 to February 2003 activity survey results.
- (b) Actuals based on data from the Resource Management Information System using police activity surveys conducted between May 2003 and February 2004.
- (c) The data for this measure are obtained from the National Survey of Community Satisfaction with Policing coordinated by the Australasian Centre for Policing Research.
- (d) General calls include calls to the Police Operations Centre (9222 1111) not including emergency '000' calls or calls from security firms, education security, St John Ambulance, Fire and Emergency Services Authority, State Emergency Service, Cab Alert and Western Power.
- (e) Proportion of total cost.
- (f) "Current" means that plans have been reviewed and exercised in the previous twelve-month period.
- (g) For the purpose of this indicator, matters represent charges. This indicator includes matters that have been placed before the Children's Court and Court of Petty Sessions throughout the State by the Police Service and may also include a small number of matters placed before the Christmas Island Court by the Australian Federal Police. Criminal matters placed before the District and Supreme Courts are not included.
- (h) During 2002-03, the Police Service arranged for the Department of Justice (DOJ) to supply court-sourced data to replace internally sourced data for internal and external reporting purposes. The benefits arising from using DOJ data include greater data accuracy, consistency and validity. Due to methodological differences, direct comparison cannot be made between the DOJ data used for the 2003-04 Actual and the police sourced data used for the 2003-04 Budget Estimate.
- (i) 'The percentage of matters that result in a plea of guilty' is based on the number of guilty pleas expressed as a percentage of the sum of the number of guilty pleas and defended matters listed for trial. 'The percentage of defended matters successfully prosecuted' is based on the number of guilty findings expressed as a percentage of the number of defended matters listed for trial. It is important to note that matters listed for trial may not actually proceed to trial, but a guilty or not guilty finding can still be recorded.
- (j) Emergency calls to Police Operations Centre ('000') not including 9222 1111 calls or calls from security firms, education security, St John Ambulance, Fire and Emergency Services Authority, Cab Alert and Western Power.
- (k) Urgent calls are defined as priority 1-3 calls. Priority 1 calls cover armed hold-up in progress; armed offender incident in progress; and other life-threatening incidents. Priority 2 calls cover incidents where life or property, is or may be, in a state of threat or imminent danger. Priority 3 calls cover incidents requiring immediate attention but is not life-threatening at that time. It may involve the welfare of a person(s), the possible apprehension of offenders or the preservation of evidence. Requires the dispatch of the first available local/district or other vehicle. Due to the extremely small number of Priority 1 incidents (which are statistically insignificant), these are included with Priority 2 incidents to calculate a combined response time. On the 28 April 2004, the new Computer-Aided Dispatch (CAD) system was introduced.
- (l) Police investigations finalised within 30 days of the recording of the offence by police. This performance measure is based on Outcome of Investigation statistics contained in the Australian Bureau of Statistics publication, *Recorded Crime - Victims 2003* (ABS Cat. No. 4510.0 and companion data available on request from ABS). These statistics relate to the 2003 calendar year.
- (m) Police investigations finalised have been compiled on a victim basis that counts the number of victims for each offence category, rather than the number of breaches of criminal law.
- (n) Only includes selected offences against the person: murder, attempted murder, manslaughter, assault, sexual assault, kidnapping/abduction, blackmail/extortion and robbery.
- (o) Only includes selected property offences: unlawful entry with intent (burglary), motor vehicle theft, and other theft.
- (p) Support provided to the judicial process includes services such as presentation of evidence, prosecution role in courts, processing and serving court documents, custodial services and services to the coroner. The level of effort applied to these is subject to the court processes, and therefore primarily outside the direct control of the Western Australia Police Service.

# Statistical Appendix

RESOURCE PROFILE (AS AT 30 JUNE 2004)

	Personnel (a)		Expenditure (b)(c)(d)		
	Sworn	Unsworn	Operating (e) \$'000	Capital (f)(g)(h)(i) \$'000	Total \$'000
Metropolitan Region	2,207	181	163,471	10,136	173,607
Southern Region	647	85	60,020	3,284	63,304
North-Eastern Region	698	61	82,008	2,617	84,625
Crime Investigation and Intelligence Services	530	134	59,219	1,869	61,088
Traffic and Operations Support	540	244	74,236	2,197	76,433
Professional Standards	49	36	7,875	237	8,112
Other	60	1	2,388	-	2,388
<b>Support Services</b>					
Administration	21	35	10,941	155	11,096
Asset Management	0	37	29,875	100	29,975
Financial Management	0	40	18,793	108	18,901
Human Resources	31	121	11,674	416	12,090
– Academy	97	24	19,258	341	19,599
– Recruits	172	0	467	-	467
Office of Information Management	5	101	7	288	295
Strategic and Corporate Development	75	124	53,296	550	53,846
Wages staff	0	105	-	-	-
<b>TOTALS</b>	<b>5,132</b>	<b>1,329</b>	<b>593,528</b>	<b>22,298</b>	<b>615,826</b>
Crossing Guards employed by the Police Service	0	530			

## Notes:

- (a) Personnel figures are based on a headcount, which includes employees on leave without pay as at 30 June 2004 (not full-time equivalent (FTE) staff).
- (b) Expenditure figures are provided on an accrual basis.
- (c) Expenditure relating to wages staff is incorporated within the expenditure for the Regions.
- (d) Expenditure relating to the crossing guards is incorporated within the expenditure for Traffic and Operations Support.
- (e) Total operating expenditure is the total cost of services.
- (f) Capital expenditure relating to the Operational Support Facility has been apportioned across all portfolios according to total sworn FTE numbers, excluding recruits, wages and crossing guards.
- (g) Capital expenditure relating to Information Technology projects such as DCAT and CADCOM has been apportioned across all portfolios according to total sworn and unsworn FTE numbers, excluding recruits, wages and crossing guards.
- (h) Corporate capital expenditure has been apportioned across all portfolios according to total sworn and unsworn FTE numbers, excluding recruits, wages and crossing guards.
- (i) Capital expenditure has been adjusted for items that have been expensed and items capitalised from operating funding.

## Sources:

Western Australia Police Service, Resource Management Information System (RMIS).  
Western Australia Police Service, Finance Directorate.

# Statistical Appendix

## HUMAN RESOURCES INFORMATION

### Authorised Strength (a)

As at 30 June	2000	2001	2002	2003	2004
Senior Police	9	8	8	7	8
Police Officers	4,698	4,698	4,798	4,813	4,873
Aboriginal Police Liaison Officers	104	104	114	124	134
Special Constables	2	1	1	1	na
Total Sworn	4,813	4,811	4,921	4,945	5,015
Total Unsworn	1,112	1,105	1,045	1,042	1,063
<b>TOTALS</b>	<b>5,925</b>	<b>5,916</b>	<b>5,966</b>	<b>5,987</b>	<b>6,078</b>

### Additional 250 Police Officers and 40 Aboriginal Police Liaison Officers (b)

This recruitment program is in addition to the normal recruiting process against attrition.

	2001 31 January	2001 30 June	2002 30 June	2003 30 June	2004 30 June	2005 30 June Projected
<b>Police Officers</b>						
Authorised Strength (FTE)	4,698	4,698	4,798	4,813	4,873	4,948
Actual (FTE) includes						
Leave Without Pay (LWOP)	4,715	4,811	4,792	4,845 (r)	4,905	4,990
Government 250 Program	-	50	50	15	60	75
<b>Aboriginal Police Liaison Officers</b>						
Authorised Strength (FTE)	104	104	114	124	134	144
Actual (FTE) includes LWOP	100	99	109	121	128	144
Government 40 Program	-	-	10	10	10	10

### Sworn Members by rank (c)

As at 30 June	2000	2001 (d)	2002	2003	2004
Senior Executive	9	8	8	7	6
Commissioned Officers	134	143	140	137	145
Sergeants	1,000	1,005	991	991	1,021
Senior Constables	1,690	1,633	1,647	1,702	1,828
Constables	1,808	1,919	1,948	1,921	1,854
Recruits in Training	127	184	111	182	153
Aboriginal Police Liaison Officers	99	100	109	122	125
Special Constables	2	1	1	1	na
<b>TOTALS</b>	<b>4,869</b>	<b>4,993</b>	<b>4,955</b>	<b>5,063</b>	<b>5,132</b>

**Gender profile of Sworn Members (c)**

<b>As at 30 June</b>	<b>2000</b>	<b>2001 (d)</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
<b>Senior Executive</b>					
Male	9	8	8	7	6
Female	0	0	0	0	0
<b>TOTALS</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>6</b>
<b>Police Officers</b>					
Male	4,171	4,244	4,168	4,199	4,214
Female	588	640	669	734	787
<b>TOTALS</b>	<b>4,759</b>	<b>4,884</b>	<b>4,837</b>	<b>4,933</b>	<b>5,001</b>
<b>Aboriginal Police Liaison Officers</b>					
Male	82	83	83	89	89
Female	17	17	26	33	36
<b>TOTALS</b>	<b>99</b>	<b>100</b>	<b>109</b>	<b>122</b>	<b>125</b>
<b>Special Constables</b>					
Male	2	1	1	1	na
Female	0	0	0	0	na
<b>TOTALS</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>na</b>
Total Males	4,264	4,336	4,260	4,296	4,309
Total Females	605	657	695	767	823
<b>TOTALS</b>	<b>4,869</b>	<b>4,993</b>	<b>4,955</b>	<b>5,063</b>	<b>5,132</b>

**Sick-leave (Sworn Members) (e)**

<b>Financial Year</b>	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
Total number of sick days involved	36,732	31,162	34,610	43,089	44,288
Average number of days sick leave across the agency per FTE	7.7	6.4	7.1	8.9	9.0
<b>Estimated \$ cost in lost productivity</b>	<b>7,371,897</b>	<b>6,350,372</b>	<b>6,559,610</b>	<b>8,527,531 (r)</b>	<b>9,186,652</b>

# Statistical Appendix

## HUMAN RESOURCES INFORMATION (Continued)

### Profile of Unsworn Staff by gender and classification (c)

Level	As at 30 June 2002			As at 30 June 2003			As at 30 June 2004		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Level 9	3	1	4	3	0	3	3	0	3
Level 8	4	2	6	4	2	6	8	2	10
Level 7	15	1	16	16	3	19	15	3	18
Level 6/7	1	0	1	2	1	3	0	1	1
Level 6	29	13	42	34	17	51	39	18	57
Level 5	41	23	64	42	24	66	39	24	63
Level 4	59	47	106	60	50	110	57	69	126
Level 3 (includes Band Officers)	50	47	97	49	45	94	44	46	90
Level 2/4	2	6	8	1	3	4	0	2	2
Level 2	99	148	247	103	152	255	105	153	258
Level 1	173	380	553	176	388	564	198	397	595
Other	1	0	1	1	0	1	1	0	1
Wages	13	96	109	8	100	108	9	96	105
<b>TOTALS</b>	<b>490</b>	<b>764</b>	<b>1,254</b>	<b>499</b>	<b>785</b>	<b>1,284</b>	<b>518</b>	<b>811</b>	<b>1,329</b>
Crossing Guards employed by the Police Service			519			522			530

### Sick-leave (Unsworn Staff) (e)(f)

Financial Year	2001-2002	2002-2003	2003-2004
Total number of sick days involved	9,098	8,422	9,884
Average number of days of sick leave across the agency for unsworn personnel	8.4	8.2	9.4
<b>Estimated \$ cost in lost productivity</b>	<b>1,331,269</b>	<b>1,269,899 (r)</b>	<b>1,599,257</b>

#### Notes:

- (a) Unsworn includes Public Servants and Wages employees but does not include Crossing Guards. Statistics based on full-time (FTE) Staff.
- (b) An additional 250 Police Officers and 40 Aboriginal Police Liaison Officers are to be recruited over the term of the Government. The table shows the progress in the recruitment of these resources that are in addition to the normal recruitment process against attrition.
- (c) Personnel figures are based on a headcount, which includes employees on leave without pay, as at 30 June (not full-time equivalent (FTE) staff).
- (d) In 2001, the number of sworn members increased above approved strength to allow for the move of the Police Academy to Joondalup.
- (e) Statistics based on FTE staff.
- (f) Does not include Crossing Guards.
- (r) Revised figure from that shown in the previous Annual report.
- na not applicable. As at 30 June 2004, no Special Constables were employed by the Police Service.

#### Source:

Western Australia Police Service, Resource Management Information System (RMIS).

**Number of offences reported and cleared and clearance rate (a)(b)(c)(d)(e)(f)(g)(h)(i)(j)(k)(r)**

<b>Offences against the person</b>	<b>Financial year</b>	<b>1999-2000</b>	<b>2000-2001</b>	<b>2001-2002</b>	<b>2002-2003</b>	<b>2003-2004</b>
Homicide (l)	Reported	95	76	84	81	108
	Cleared	92	81	78	70	106
	Clearance rate (%)	96.8	106.6	92.9	86.6	98.1
Sexual assault (m)	Reported	2,602	3,153	2,690	2,679	2,587
	Cleared	2,558	2,812	2,656	2,687	2,309
	Clearance rate (%)	98.3	89.2	98.7	100.3	89.3
Assault (n)	Reported	14,270	15,188	15,519	15,688	16,988
	Cleared	12,518	13,083	13,533	13,233	13,731
	Clearance rate (%)	87.7	86.1	87.2	84.4	80.8
Threatening behaviour	Reported	2,464	2,853	2,620	2,565	2,313
	Cleared	2,026	2,327	2,168	2,056	1,875
	Clearance rate (%)	82.2	81.6	82.7	80.2	81.1
Deprivation of liberty	Reported	347	368	315	355	357
	Cleared	282	312	250	264	294
	Clearance rate (%)	81.3	84.8	79.4	74.4	82.4
Aggravated robbery	Reported	981	1,027	861	1,012	1,301
	Cleared	486	511	426	496	553
	Clearance rate (%)	49.5	49.8	49.5	49.0	42.5
Non-aggravated robbery	Reported	1,152	1,131	1,069	1,164	825
	Cleared	504	503	469	510	375
	Clearance rate (%)	43.8	44.5	43.9	43.8	45.5
<b>Total offences against the person</b>	<b>Reported</b>	<b>21,911</b>	<b>23,796</b>	<b>23,158</b>	<b>23,544</b>	<b>24,479</b>
	<b>Cleared</b>	<b>18,466</b>	<b>19,629</b>	<b>19,580</b>	<b>19,316</b>	<b>19,243</b>
	<b>Clearance rate (%)</b>	<b>84.3</b>	<b>82.5</b>	<b>84.5</b>	<b>82.0</b>	<b>78.6</b>

# Statistical Appendix

## CRIME INFORMATION (Continued)

### Number of offences reported and cleared and clearance rate (a)(b)(c)(d)(e)(f)(g)(h)(i)(j)(k)(r)

<b>Offences against property</b>	<b>Financial year</b>	<b>1999-2000</b>	<b>2000-2001</b>	<b>2001-2002</b>	<b>2002-2003</b>	<b>2003-2004</b>
Burglary (dwelling)	Reported	41,054	40,721	39,913	40,639	33,917
	Cleared	5,934	5,324	5,870	5,612	5,425
	Clearance rate (%)	14.5	13.1	14.7	13.8	16.0
Burglary (non-dwelling)	Reported	18,226	21,228	21,269	20,138	17,807
	Cleared	2,607	2,765	3,163	2,859	2,844
	Clearance rate (%)	14.3	13.0	14.9	14.2	16.0
Steal motor vehicle (o)	Reported	13,507	12,350	12,701	11,101	9,281
	Cleared	2,661	2,644	3,120	2,774	2,470
	Clearance rate (%)	19.7	21.4	24.6	25.0	26.6
Theft	Reported	83,575	90,532	95,361	96,514	86,653
	Cleared	19,521	19,270	19,599	19,023	16,600
	Clearance rate (%)	23.4	21.3	20.6	19.7	19.2
Receiving/illegal use	Reported	641	694	639	570	831
	Cleared	655	696	682	549	840
	Clearance rate (%)	102.2	100.3	106.7	96.3	101.1
Arson	Reported	980	1,065	1,279	1,181	1,111
	Cleared	293	276	333	359	269
	Clearance rate (%)	29.9	25.9	26.0	30.4	24.2
Property damage	Reported	32,930	34,801	36,645	39,906	38,899
	Cleared	7,458	7,317	8,020	7,831	7,840
	Clearance rate (%)	22.6	21.0	21.9	19.6	20.2
<b>Total offences against property</b>	<b>Reported</b>	<b>190,913</b>	<b>201,391</b>	<b>207,807</b>	<b>210,049</b>	<b>188,499</b>
	<b>Cleared</b>	<b>39,129</b>	<b>38,292</b>	<b>40,787</b>	<b>39,007</b>	<b>36,288</b>
	<b>Clearance rate (%)</b>	<b>20.5</b>	<b>19.0</b>	<b>19.6</b>	<b>18.6</b>	<b>19.3</b>
<b>Other selected offences</b>						
<b>Other selected offences</b>	<b>Financial year</b>	<b>1999-2000</b>	<b>2000-2001</b>	<b>2001-2002</b>	<b>2002-2003</b>	<b>2003-2004</b>
Breach of restraint	Reported	2,282	2,720	2,916	2,918	3,110
	Cleared	2,257	2,550	2,798	2,718	2,757
	Clearance rate (%)	98.9	93.8	96.0	93.1	88.6
Drugs (trafficking)	Reported	1,695	1,782	1,871	1,842	2,190
	Cleared	1,574	1,638	1,731	1,693	1,923
	Clearance rate (%)	92.9	91.9	92.5	91.9	87.8
Drugs (possession)	Reported	12,502	13,878	13,572	12,463	11,129
	Cleared	11,188	12,427	12,119	11,159	9,876
	Clearance rate (%)	89.5	89.5	89.3	89.5	88.7
<b>Total other selected offences</b>	<b>Reported</b>	<b>16,479</b>	<b>18,380</b>	<b>18,359</b>	<b>17,223</b>	<b>16,429</b>
	<b>Cleared</b>	<b>15,019</b>	<b>16,615</b>	<b>16,648</b>	<b>15,570</b>	<b>14,556</b>
	<b>Clearance rate (%)</b>	<b>91.1</b>	<b>90.4</b>	<b>90.7</b>	<b>90.4</b>	<b>88.6</b>
<b>TOTAL SELECTED OFFENCES</b>	<b>Reported</b>	<b>229,303</b>	<b>243,567</b>	<b>249,324</b>	<b>250,816</b>	<b>229,407</b>
	<b>Cleared</b>	<b>72,614</b>	<b>74,536</b>	<b>77,015</b>	<b>73,893</b>	<b>70,087</b>
	<b>Clearance rate (%)</b>	<b>31.7</b>	<b>30.6</b>	<b>30.9</b>	<b>29.5</b>	<b>30.6</b>

## CRIME INFORMATION (Continued)

### Notes:

- (a) The crime statistics are provisional and subject to revision.
- (b) The number of reported offences is not within the direct control of the Police Service.
- (c) Selected offences reported to or becoming known to police, and resulting in the submission of an offence/incident report in either the Offence Information System (OIS) or FrontLine Incident Management System (IMS). Excludes offences against public order, such as disorderly conduct and offences against the Firearms Act 1973, Liquor Licensing Act 1988 and a number of other offences against the statute laws of this State and the Commonwealth.
- (d) The number of reported offences for a period (e.g. financial year) comprises all selected offences reported during that period and may include offences committed during earlier periods.
- (e) Proactive policing strategies undertaken by the Police Service to encourage the reporting of certain offences, such as domestic violence and sexual assault, and the proactive targeting by the police of certain offences will increase the number of offences reported or detected for a given period. However, a decrease in the number of reports for a targeted offence may occur in subsequent periods if the targeting has been successful or a different offence becomes a replacement target.
- (f) From late 2002, a number of factors have affected victim reporting and police recording of offences. For example:
  - Due to recording issues associated with the offence category of 'driving causing death', all 'driving causing death' offences are incorporated within the offence category of 'manslaughter'.
  - Coding and recording issues associated with the offence category of 'sexual assault' have had an impact on the number of offences recorded.
  - Policy changes in some sectors of the finance industry and recording issues associated with the offence category of 'fraud' have resulted in a decrease in the number of offences recorded.
  - Recording issues and reporting practices by some Government agencies, local government authorities and private enterprise associated with the offence category of 'graffiti' have impacted on the number of offences reported.
  - The introduction of the FrontLine Incident Management System has enabled improved recording of 'aggravated robbery' offences, for example, the inclusion of circumstances of aggravation not previously able to be recorded. These circumstances, which are reflected in statute, now include armed robbery, robbery in company and robbery committed against persons aged 60 and over.
  - Definitional coding and processing changes associated with the introduction of the FrontLine Incident Management System have had impact on some data.

Of all these factors, those affecting the offence categories of 'fraud' and 'graffiti' were considered to be significant enough to warrant their exclusion from the broad offence category of 'offences against property'. As a consequence, this has reduced the total number of offences and clearances shown for the offence category of 'offences against property' and, therefore, 'Total Selected Offences'. The respective clearance rates have also changed as a result.

Accordingly, caution should be exercised when interpreting and using offence statistics from late 2002 and later data, especially with comparing those statistics with earlier periods. For example, any variation may not necessarily reflect an actual increase or decrease in the incidence of an offence type (or in total offence numbers), but rather variations resulting from reporting and recording changes. The clearance of offences is similarly impacted upon.

- (g) The increase in the number of 'assault' and 'breach of restraint' offences may reflect police initiatives relating to an increased focus on family and domestic violence.
- (h) The increase in the number of 'receiving/illegal' use offences reflects increased police detection of these offences due to police initiatives such as the burglary reduction strategy rather than an increase in the incidence of this type of offence.
- (i) An offence is deemed to be cleared (clearance) where a satisfactory result has been achieved or where, for some substantial reason, police investigations cannot be continued. This includes: offender(s) processed by arrest, summons, Juvenile Justice Team referral or juvenile caution; the offender has died; the offender is in another jurisdiction and extradition is not desired or available; there is a statute bar to proceedings where an offender is under age or claims diplomatic immunity; admittance to a psychiatric facility; false or mistaken reports; civil action recommended.
- (j) The number of offences cleared (clearance) for a period (e.g. financial year) comprises all offences for which clearance was recorded during that period. Due to the nature and length of investigations, the number of offences cleared during a period may include offences reported prior to that period.
- (k) The clearance rate is based on the number of offences cleared during a period expressed as a percentage of the number of offences reported during the same period. The clearance rate may exceed 100 per cent due to more offences being cleared than were reported during a reporting period.
- (l) 'Homicide' includes: murder, attempted murder and manslaughter. Due to recording issues associated with 'driving causing death' offences, all 'driving causing death' offences are incorporated within the offence category of 'manslaughter' and therefore under the offence category of 'homicide'.
- (m) 'Sexual assault' includes: aggravated sexual assault and non-aggravated sexual assault.
- (n) 'Assault' includes: aggravated assault and non-aggravated assault.
- (o) 'Steal motor vehicle' includes the theft of any vehicle capable of being registered such as caravans and trailers, and off-road vehicles. This category of offence excludes attempts to steal a vehicle, damaging or tampering/interfering with a vehicle, or the theft of vehicle parts or the contents of a vehicle.
- (r) Some figures for years prior to 2003-04 have been revised from those shown in the previous Police Service Annual Report.

### Source:

Western Australia Police Service, Offence Information System (OIS) and FrontLine Incident Management System (IMS).

# Statistical Appendix

## ROAD SAFETY INFORMATION

### Crashes and Casualties

Calendar year (a)	1999	2000	2001	2002	2003 (p)
Number of crashes (b)	39,562 (r)	38,120 (r)	37,530 (r)	36,378 (r)	35,964
Number of fatal crashes (c)	188 (r)	184 (r)	151	159	154
Number of fatalities (d)	217 (r)	212 (r)	165	179	179
Number of casualties (e)	12,671 (r)	12,211 (r)	11,883 (r)	10,705 (r)	10,223
Casualties per 100,000 population	685.0 (r)	651.4 (r)	625.0 (r)	556.2 (r)	523.7
Casualties per 100,000 licensed drivers	1,015.4 (r)	974.2 (r)	933.3 (r)	828.1 (r)	774.0
Casualties per 100,000 registered motor vehicles (f)	924.4 (r)	877.9 (r)	840.5 (r)	742.2 (r)	692.7
Estimated Resident Population as at 30 June	1,849,733	1,874,459	1,901,159	1,924,553 (r)	1,952,238
Licensed drivers as at 30 June	1,247,866	1,253,422	1,273,275	1,292,751	1,320,777
Registered motor vehicles as at 30 June (f)	1,370,741	1,390,874	1,413,848	1,442,339	1,475,772

### Number of road fatalities by road-user

Calendar year (a)	1999	2000	2001	2002	2003 (p)
Motor vehicle driver	108 (r)	90 (r)	72 (r)	79	83
Motor vehicle passenger	65	64 (r)	40 (r)	46 (r)	54
Motorcyclist	19	22	28	23 (r)	24
Bicyclists, pedestrians and other	25 (r)	36	25	31 (r)	18
<b>Total</b>	<b>217 (r)</b>	<b>212 (r)</b>	<b>165</b>	<b>179</b>	<b>179</b>

### Drink-driving and speeding behaviour and enforcement

Financial Year	1999-00	2000-01	2001-02	2002-03	2003-04 (p)
<b>Drink-driving</b>					
Number of preliminary breath tests (g)	1,219,547 (r)	1,178,172	975,031	1,004,115 (r)	1,086,339
Number of drivers found to be within the lawful alcohol limit	1,208,903	1,167,050	961,892	989,772	1,072,108
Percentage of drivers tested found to be within the lawful alcohol limit	99.1	99.1	98.7	98.6	98.7
<b>Speeding (Speed Cameras Only)</b>					
Number of drivers monitored for speeding by speed cameras	19,806,984	18,794,049	19,178,152	20,766,824 (r)	19,975,957
Number of drivers found to be within the lawful speed limit (h)	15,907,236	15,080,324	15,483,347	17,580,261	16,760,321
Percentage of drivers monitored found to be within the lawful speed limit (h)	80.3	80.2	80.7	84.7	83.9

## ROAD SAFETY INFORMATION (Continued)

### Notes:

- (a) Due to coronial inquiries into fatal crashes not being completed for the current financial year, crash and casualty statistics have been provided for the calendar year.
- (b) A 'crash' is any apparently unpremeditated collision reported to police which resulted from the movement of at least one road vehicle on a road open to and used by the public, and involving death or injury to any person, or property damage.
- (c) A 'fatal crash' is a road crash where at least one person died within 30 days as a result of injuries sustained in the crash. The crash must occur on a road open to and used by the public, and involve a vehicle, which was in motion. It cannot be an 'act of nature', an act of deliberate intent or as a result of a prior event such as a heart attack.
- (d) A 'fatality' is a person who dies, within 30 days of a road crash, from injuries sustained in that crash.
- (e) A 'casualty' is a person who is killed, admitted to hospital, or injured requiring medical attention as a result of a road crash. Excludes injured persons who do not require medical attention.
- (f) Registered motor vehicles as at 30 June of each year excluding caravans, trailers and plant and equipment.
- (g) Includes all preliminary breath tests conducted during Random Breath Testing (RBT) operations or as a consequence of stopping a vehicle for a reason other than an RBT, and breath tests performed at crashes.
- (h) The lawful speed limit is defined as the posted speed limit shown on road signage.
- (p) Preliminary. Fatal crash and fatality statistics are preliminary pending the completion of all coronial inquiries.
- (r) Revised figure from that shown in the previous Annual Report due to updated data sources.

### Sources:

Western Australia Police Service, Traffic Enforcement and Crash Executive Information System. Data extracted on 9 July 2004.

Main Roads Western Australia - crash and casualty data for 1999-2003 extracted in July 2004.

Australian Bureau of Statistics, *Australian Demographic Statistics, December Quarter 2003* (ABS Cat. No. 3101.0).

Department for Planning and Infrastructure, licensed motor vehicle drivers data and vehicle registration data as at 30 June 1999, 2000, 2001, 2002 and 2003 extracted in July 2004.

## Strategic Traffic Enforcement Program and Random Road Watch

The Office of Road Safety funds two ongoing programs of traffic law enforcement activity in addition to that normally conducted by the Police Service. The focus of these programs is to reduce the number of crashes by targeting specific road-user behaviour and road safety problems. The Strategic Traffic Enforcement Program (STEP) contributes to an improvement in road-user behaviour and addresses local road safety problems through specific targeted enforcement campaigns. The Random Road Watch program is designed to increase the presence of police in the vicinity of high crash locations. The following table provides statistics on STEP and Random Road Watch enforcement activity and program funding expenditure.

### STEP and Random Road Watch enforcement activity and expenditure (a)(b)

	STEP		Random Road Watch	
	2002-03 (r)	2003-04	2002-03 (r)	2003-04
Traffic patrol hours	2,798	4,952	181	565
Number of vehicles stopped	21,629	45,580	1,114	5,476
Vehicles monitored for speeding by speed cameras	11,567	0	0	0
Non-camera speed contacts – briefs, infringements and cautions (BIC)	7,308	7,997	178	396
Drivers tested for drink-driving	15,511	41,068	1,091	5,512
Drivers charged for drink-driving offences	64	365	4	130
Seatbelt contacts (BIC)	228	387	2	5
Other traffic contacts (BIC)	2,454	5,079	130	591
Vehicle work orders	191	261	0	42
Program funding expenditure	\$389,885	\$705,302	\$85,941	\$72,642

### Notes:

- (a) STEP and Random Road Watch funded expenditure is based on applications for funding received from police districts and traffic support areas for enforcement campaigns commenced during that period. Expenditure is estimated pending the completion of all campaigns, some of which may end in the following financial year.
- (b) STEP and Random Road Watch enforcement contacts for a period (e.g. financial year) comprise all campaign enforcement contacts recorded during that period. Due to the length of campaigns, enforcement contacts recorded for a period may also include contacts for a campaign that began in a prior period.
- (r) Revised figures from those shown in the previous Police Service Annual Report.

### Source:

Western Australia Police Service, Traffic Support Branch.

# Statistical Appendix

## PROFESSIONAL STANDARDS INFORMATION

### Overall Police Service Information

<b>MOU – Number of officers dealt with under the Section 8 Process (a). The MOU was superseded by the Police Amendment Act in August 2003.</b>	<b>2002-03</b>	<b>2003-04</b>
Carried forward	na	27
Commenced	41 (r)	26
Completed	14 (b)	28 (d)
Balance on hand	27 (c) (r)	25 (e)

#### Notes:

- (a) The method of dealing with Section 8 matters has changed since the introduction of the Memorandum of Understanding (MOU) – Commissioner's Loss of Confidence – Section 8 of the *Police Act 1892* procedures.
- (b) Twelve officers resigned prior to dismissal, two officers reinstated to full operational duties.
- (c) Fourteen officers stood down from full duties, eleven officers stood aside from operational duties, two officers (r) on sick leave.
- (d) Nine officers dismissed, seven officers resigned prior to dismissal, five officers medically discharged, seven officers disciplined.
- (e) Twenty-two officers are under various stages of investigation, three officers served with a Notice of Intention to Remove.
- (r) Revised figures.
- na not applicable.

The following tables relate to self-regulation activities within the Police Service.

### Internal Investigations Unit

Internal Investigations Unit statistics do not include any matters raised during the Royal Commission or matters dealt with by Internal Affairs Unit.

<b>Inquiries</b>		<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Public Complaints</b>	Assault	161	140	124	101	109
	Domestic Violence (b)	na	na	na	na	3
	Misconduct	116	136	117	116	126
	Neglect	42	48	54	41	34
	Stealing	10	9	11	17	15
Major	Total	329	333	306	275	287
Minor	Total	649	684	588	496	509
	<b>Total Public Complaints</b>	<b>978</b>	<b>1,017</b>	<b>894</b>	<b>771</b>	<b>796</b>
<b>Commissioner of Police (a)</b>	Administration	1	5	0	0	0
	Assault	3	7	8	8	6
	Domestic Violence (b)	na	na	na	na	1
	Escape (b)	na	na	na	na	13
	Misconduct	119	96	115	107	112
	Neglect	80	76	85	62	64
	Stealing	5	9	6	7	7
Major	Total	208	193	214	184	203
Minor	Total	2	1	2	1	1
	<b>Total Commissioner of Police</b>	<b>210</b>	<b>194</b>	<b>216</b>	<b>185</b>	<b>204</b>
<b>Other Inquiries</b>	Deaths/Suicides	10	9	9	11	10
	Attempted suicides/injuries	75	90	78	88	100
	Firearm discharge/draw	7	12	7	16	15
	Capsicum spray	2	15	11	7	6
	Police Crashes (b)	na	na	na	na	41
	UDD Crash (b)	na	na	na	na	198
	<b>Total Other Inquiries</b>	<b>94</b>	<b>126</b>	<b>105</b>	<b>122</b>	<b>370</b>
<b>Total Inquiries</b>		<b>1,282</b>	<b>1,337</b>	<b>1,215</b>	<b>1,078</b>	<b>1,370</b>

#### Notes:

- (a) Inquiries initiated from internally sourced information.
- (b) New Categories. Domestic Violence and Escape matters were previously included within other categories. Police Crashes and Urgent Duty Driving Crashes (UDD) are new matters dealt with by the Internal Investigations Unit.
- na not applicable.

**Internal Investigations Unit (continued)**

<b>Outcome of Allegations</b>		<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Public Complaints</b>	Conciliated	1	45	6	3	7
	Not conciliated	0	21	1	1	4
	Sustained	115	191	174	155	212
	Not sustained	810	751	631	726	644
	Unfounded	17	31	15	16	19
	Withdrawn	30	23	21	9	8
	No action required	2	5	0	2	0
	Complainant unavailable	3	15	14	4	1
	Exonerated	16	6	1	22	25
	Declined to Disclose	0	0	0	0	1
	Not finalised	356	402	425	605	865
	<b>Total Public Complaints</b>	<b>1,350</b>	<b>1,490</b>	<b>1,288</b>	<b>1,543</b>	<b>1,786</b>
<b>Commissioner of Police (a)</b>	Conciliated	0	0	0	0	0
	Not conciliated	0	0	0	0	0
	Sustained	136	144	107	90	131
	Not sustained	50	43	88	70	38
	Unfounded	2	9	0	2	11
	Withdrawn	0	1	0	0	0
	No action required	1	1	0	1	0
	Complainant unavailable	0	0	0	0	0
	Exonerated	4	18	2	2	4
	Declined to Disclose	0	0	0	0	1
	Certificate of merit	0	0	0	0	0
	Not finalised	60	114	149	162	124
<b>Total Commissioner of Police</b>	<b>253</b>	<b>330</b>	<b>346</b>	<b>327</b>	<b>309</b>	
<b>Total Outcome of Allegations</b>	<b>1,603</b>	<b>1,820</b>	<b>1,634</b>	<b>1,870</b>	<b>2,095</b>	

**Note:**

(a) Inquiries initiated from internally sourced information.

<b>Action resulting from Inquiries</b> (Number of Officers in brackets)	<b>1999-00</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
Statutory Charges	18 (13)	43 (18)	46 (19)	18 (14)	92 <sup>(a)</sup> (19) <sup>(b)</sup>
Discipline Charges	37 (24)	51 (32)	108 (70)	45 (35)	37 <sup>(c)</sup> (27) <sup>(d)</sup>
Unfavourable Report	(72)	(61)	(87)	75 (70)	49 (46)
Dismissals	(0)	(4)	(0)	(0)	(6)
Resignation	(5)	(6)	(7)	(4)	(4)
Notice of intention to remove	(7)	(5)	(3)	(7)	(11)
Reprimand (Public Sector Management Act)	(0)	2 (2)	(0)	2 (2)	3 (1)
Notice of Breach of COPS Manual (Email Use)	na	15 (15)	68 (67)	14 (14)	22 (22)

**Notes:**

- (a) Twenty-four charges arising from an inquiry commenced prior to July 2003.
  - (b) One officer charged arising from an inquiry commenced prior to July 2003.
  - (c) Twenty-five charges arising from inquiries commenced prior to July 2003.
  - (d) Eighteen officers charged arising from inquiries commenced prior to July 2003.
- na not applicable.

**Source:**

Western Australia Police Service, Investigation Information System.

# Statistical Appendix

## PROFESSIONAL STANDARDS INFORMATION (Continued)

### Internal Affairs Unit (includes allegations of serious/improper misconduct or corruption)

Information Reports	1999-00	2000-01	2001-02	2002-03	2003-04
Investigation categories:					
Official corruption	na	33	24	38	45
Criminal allegations <sup>(a)</sup>	na	na	na	na	38
Unauthorised/inappropriate computer access	na	29	14	52	39
Disclose official information/secrets, release of information <sup>(b)</sup>	na	22	20	32	32
Drug-related	na	30	25	58	42
Improper associations	na	22	24	23	29
Serious improper misconduct	na	32	19	54	16
Disciplinary matters	na	10	7	24	13
Other	na	20	17	31 <sup>(r)</sup>	19
<b>Total</b>	<b>na</b>	<b>198</b>	<b>150</b>	<b>312</b>	<b>273</b>
Information reports investigated					
Information reports investigated	147	76	82	63	67
Outsourced for investigation (to districts)	na	21	20	60	76
Information reports filed for intelligence	83	101	39	187	126
Information reports pending assessment	0	0	9	2	0
Duplicate reports (a)	na	na	na	na	4
<b>Total</b>	<b>230</b>	<b>198</b>	<b>150</b>	<b>312</b>	<b>273</b>

#### Notes:

- (a) New category.  
 (b) Revised category.  
 (r) Revised figure.  
 na not applicable.

Investigation Folios relating to investigation categories	1999-00	2000-01	2001-02	2002-03	2003-04
Investigation categories:					
Official corruption	50	11	28	10	22
Unauthorised/inappropriate computer access	33	12	7	7	2
Disclose official secrets	4	5	16	15	4
Drug-related	25	14	16	16	6
Improper associations	7	7	4	4	1
Serious improper misconduct	7	17	7	11	5
Disciplinary matters	21	4	4	2	1
<b>Total</b>	<b>147</b>	<b>70</b>	<b>82</b>	<b>65</b>	<b>41</b>

Charges/Sanctions (number of persons in brackets)	2000-01	2001-02	2002-03	2003-04
<b>Non-Police:</b> Criminal Charges	6 (4)	1 (1)	14 (9)	13 (8)
<b>Police Officers:</b> Criminal Charges	38 (4)	1 (1)	11 (4)	11 (3)
Disciplinary Charges/Sanctions	15 (14)	11 (10)	4 (3)	12 (2)
Unfavourable Report	na	na	1 (1)	0
Commissioner's Loss of Confidence Proceedings	na	na	9 (9)	5 (5)

#### Note:

na not applicable.

#### Source:

Western Australia Police Service, Internal Affairs Unit.