



VANCOUVER POLICE DEPARTMENT

REPORT TO THE VANCOUVER POLICE BOARD

REPORT DATE: July 24, 2024
BOARD MEETING DATE: September 19, 2024
BOARD REPORT # 2409V05

Regular

TO: Vancouver Police Board
FROM: Simon Demers, Director, Planning, Research & Audit Section
SUBJECT: Public Safety Indicators Report – 2024 Q2

RECOMMENDATION:

THAT the Vancouver Police Board (“Board”) receive this report for information.

BACKGROUND:

The Public Safety Indicators (PSI) report of the Vancouver Police Department (VPD) covers the following trends: violent crimes, property crimes, cybercrime, apprehensions under the *Mental Health Act* (MHA), calls for service (CFS), priority 1 (P1) response times, traffic incidents with injuries reported to the Insurance Corporation of British Columbia (ICBC), traffic fatalities, and violent crime victimization.

The PSI report makes two different comparisons:

1. Year-to-date (YTD): this method compares the first six months of 2023 to the first six months of 2024.
2. Year-over-year (YoY): the last completed quarter is compared to the same period of the previous year.

DISCUSSION:

- Crime continues to decline in Vancouver.
- Violent crimes decreased 7.0% YTD 2024. There were 3,051 violent crimes recorded YTD 2023 and 2,837 YTD 2024. Violent crimes decreased in three of the four patrol districts.
- Property crimes decreased 10.3% YTD 2024. There were 16,662 property crimes recorded YTD 2023 and 14,944 YTD 2024. Property crimes decreased in all four patrol districts.
- There were 115,605 calls for service YTD 2024. Calls for service were down 2.2% compared to YTD 2023 (118,241). Abandoned calls on the non-emergency line were down 44.9% YTD 2024 (11,238) when compared to YTD 2023 (20,410). While there were improvements YTD 2024, E-Comm performance continues to be monitored.

Table 1 provides an overview of the year-to-date (YTD) and year-over-year (YoY) comparisons.

Table 1: Public Safety Trends

	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2023	2024	% Chg	Q2 2023	Q2 2024	% Chg
Violent Crimes	3,051	2,837	-7.0% ▼	1,609	1,500	-6.8% ▼
Property Crimes	16,662	14,944	-10.3% ▼	8,521	7,651	-10.2% ▼
Total Crimes*	22,635	20,955	-7.4% ▼	11,629	10,933	-6.0% ▼
<i>Mental Health Act**</i>	2,223	2,146	-3.5% ▼	1,160	1,165	0.4% ▲
Traffic Fatalities	6	6	0.0%	2	2	0.0%
Calls for Service	118,241	115,605	-2.2% ▼	61,159	60,211	-1.6% ▼
Average P1 Response Time	10:31	10:35	0.6% ▲	10:39	10:50	1.7% ▲

* Includes "Other" Criminal Code offences.

** Includes s. 28, Form 21 and Form 4 apprehensions.

REPORT SCHEDULE:

The VPD's crime statistics are publicly available at <https://vpd.ca/crime-statistics/>. The latest Public Safety Indicators (PSI) reports are also available publicly: [2023 Q2](#) | [2023 Q3](#) | [2023 Year-End](#) | [2024 Q1](#). The VPD is planning to provide the 2023 Crime Severity Index (CSI) report in October, the Q3 PSI report in November, and the year-end 2024 PSI report in February 2025.

Author: Correen Smitas Date: July 24, 2024

Submitting Executive Member:
Deputy Chief Steve Rai Date: August 6, 2024



Vancouver Police Department (VPD) Public Safety Indicators

2024 Q2

The VPD PSI report covers the following trends: violent crimes, property crimes, cybercrime, apprehensions under the *Mental Health Act* (MHA), calls for service (CFS), priority 1 (P1) response times, traffic incidents with injuries reported to the Insurance Corporation of British Columbia (ICBC), traffic fatalities, and additional details around victimization.

This report provides two types of comparisons:

1. Year-to-date (YTD): this method compares the first six months of 2023 to the first six months of 2024. Prior months and quarters are included in this comparison and have the potential to influence the trend(s).
2. Year-over-year (YoY): this method compares Q2 2023 to Q2 2024. This comparison does not take into account the first three months of the year.

VIOLENT CRIMES

- Violent crimes decreased 7.0% YTD 2024. There were 3,051 violent crimes recorded YTD 2023 and 2,837 YTD 2024.
- Violent crimes decreased in all patrol districts with the exception of District 1, where there was a small year-over-year increase of 2.5% in Q2. This increase in Q2 is responsible for the YTD increase in District 1.
- Year-to-date (YTD), violent crimes decreased in 16 of the 24 Vancouver neighbourhoods (referred to as areas by the City of Vancouver).
- Vancouver had nine culpable homicides YTD 2023. There has been four culpable homicides reported YTD 2024.
- There were five attempted murders in both YTD 2023 and YTD 2024.
- Sexual offences declined 12.2%, with 377 incidents reported YTD 2023 compared to 331 YTD 2024.
- There were 289 robberies YTD 2024. This figure is up 4.0% when compared to 278 robberies reported YTD 2023.

Table 2: Violent Crimes

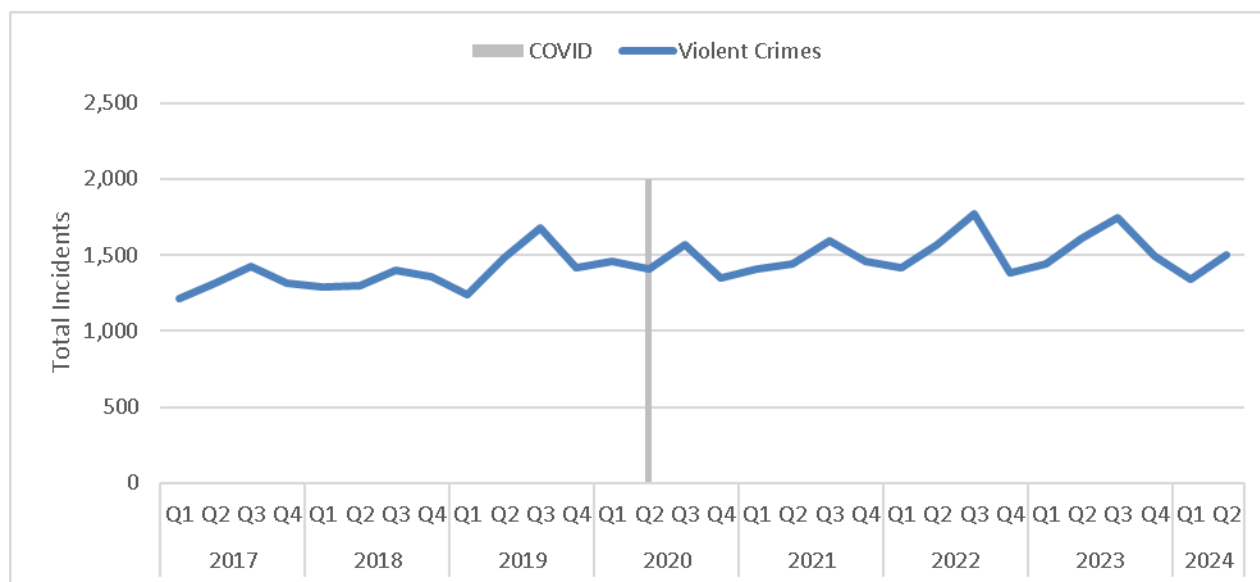
Criminal Offences	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2023	2024	% Chg	Q2 2023	Q2 2024	% Chg
Violent Crimes	3,051	2,837	-7.0% ▼	1,609	1,500	-6.8% ▼
Culpable Homicide	9	4	-55.6% ▼	3	3	0.0%
Attempted Murder	5	5	0.0%	3	2	-33.3% ▼
Sexual Offence	377	331	-12.2% ▼	202	166	-17.8% ▼
Robbery	278	289	4.0% ▲	131	148	13.0% ▲
Assaults*	2,382	2,208	-7.3% ▼	1,270	1,181	-7.0% ▼
Level 1 - Common	1,417	1,388	-2.0% ▼	722	744	3.0% ▲
Level 2 & 3 - Serious Assault	911	749	-17.8% ▼	517	392	-24.2% ▼
Assault PO	50	54	8.0% ▲	28	29	3.6% ▲

* Total assaults includes other assault categories not listed.

The following graph shows that violent crime increased in Q2 2024 (1,500) when compared to Q1 2024, reflecting a predictable seasonality effect. Seasonality is an observable effect whereby the time of year effects the level of an activity. For example, during the winter months when fewer

people are outside, there is typically less violent crime due to fewer potential victims being around when compared to the summer months. Violent crime decreased 6.8% when compared to same quarter last year (1,609).

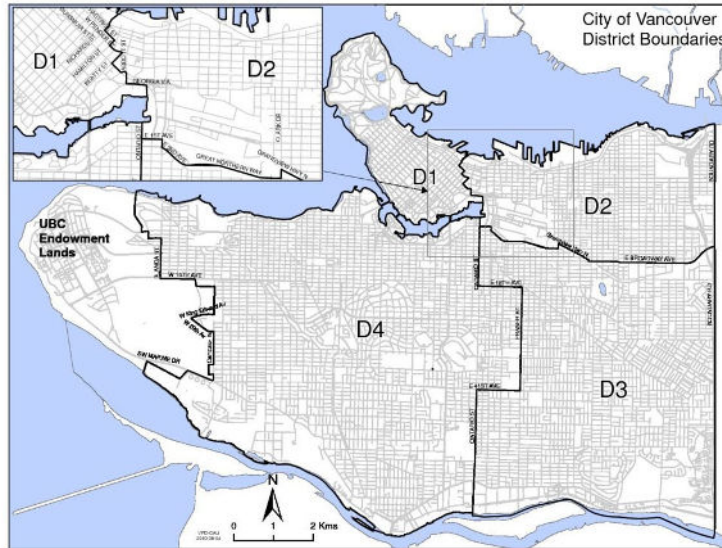
Figure 1: Violent Crimes by Quarter Since 2017



Violent crimes are also tracked by VPD patrol districts and by City of Vancouver (CoV) neighbourhoods. The following map shows how Vancouver is divided into four patrol districts. District 1 consists of Vancouver's downtown peninsula. District 2 is the north east portion of Vancouver and includes East Vancouver neighbourhoods. District 3 is the south east portion of Vancouver. District 4 is the largest geographical district of Vancouver and consists of the south west portion of the city. More details can be found on the [VPD's website](https://vpd.ca/about-the-vpd/organizations-divisions/).¹

¹ <https://vpd.ca/about-the-vpd/organizations-divisions/>

Figure 2: Map of Vancouver Districts



Violent crimes decreased in all patrol districts with the exception of District 1. It should be noted that District 1's increase was driven entirely by a 2.5% YoY increase in Q2. District 4 continues to experience the largest decrease (-22.8% YTD).

Table 3: Violent Crimes by District

Violent Crimes	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2023	2024	% Chg	Q2 2023	Q2 2024	% Chg
District 1	911	926	1.6% ▲	474	486	2.5% ▲
District 2	1,128	1,081	-4.2% ▼	593	588	-0.8% ▼
District 3	489	419	-14.3% ▼	249	216	-13.3% ▼
District 4	448	346	-22.8% ▼	245	188	-23.3% ▼
Total*	3,051	2,837	-7.0% ▼	1,609	1,500	-6.8% ▼

* Includes a small number of offences which could not be attributed to a district.

VIOLENT CRIME TRENDS

Child Sexual Abuse Material

The Internet Child Exploitation (ICE) Unit investigates the global problem of child sexual abuse, as well as the possession and online distribution of child sexual abuse material (CSAM). The ICE Unit's broad objectives are to identify and prosecute offenders who produce, possess or distribute CSAM, and to work with national and international partners to safeguard children who are being abused, wherever they may be in the world.

Cases involving CSAM decreased 10.0% when comparing YTD 2024 (251) with the same period in 2023 (279).

Elder Assaults

The Elder Abuse Unit carefully monitors elder abuse files involving people who are 65 and older. The Unit also provides further follow-up and support to victims that have been assaulted by someone they know and may be experiencing ongoing abuse. Assault files involving a victim over the age of 65 have decreased 23.7% with 118 YTD 2023 compared to 90 YTD 2024.

Hate-Motivated Incidents

The VPD has two designated hate crime investigators who review all reported incidents (criminal and non-criminal) motivated by hate, bias or prejudice. In cases where charges are recommended and hate, bias or prejudice are determined to be motivating factors, investigators communicate with Crown and may recommend additional sentencing under section 718.2(a)(i) of the *Criminal Code*. The hate crime investigators also monitor hate propaganda offences under sections 318 and 319, hate-motivated mischiefs under section 430(4.1), and conversion therapy offences under sections 273.3(1)(c), 320.102, 320.103, and 320.104, of the *Criminal Code*. The latest data for Q2 was not available at the time this report was written. Hate-motivated incidents remained stable in Q1, with 55 reported incidents in Q1 2024 compared to 53 in Q1 2023. The VPD is actively monitoring trends with regards to these hate-motivated incidents and is working with community members and faith leaders to keep communities safe.

Sexual Offences

Reported sexual offences were down 12.2% YTD 2024, with 331 incidents YTD 2024 compared to 377 YTD 2023. Within the PSI report, crimes are typically counted based on the date they were reported, as opposed to when they actually occurred. This is consistent with Statistics Canada's crime reporting standards. For most crime types, the difference between the occurred date and reported date is immaterial. However, using the reported date impacts sexual offence trends because these incidents are often reported to the VPD long after they have occurred, sometimes after many years. For example, 25.7% of the 331 sexual offences reported to the VPD YTD 2024 were historical (246) as these occurred in previous years. By comparison, 98.3% of all property crimes, 99.0% of assaults, and 99.8% of all robberies reported YTD 2024 also occurred in 2024. Based on the occurred date, sexual offences in Vancouver decreased by 19.9% YTD 2024 (246) compared to the same period in 2023 (307).

Shots Fired

There were 12 shots fired incidents YTD 2024 compared to 11 YTD 2023. The ongoing British Columbia Gang Conflict (BCGC) has resulted in multiple incidents of serious violence throughout the province, including several public shootings and targeted acts of violence. The VPD actively partners with regional, provincial, and inter-provincial policing partners to prioritize and coordinate enforcement efforts that target organized crime groups involved in the BCGC and operating across the country.

Violent Victimization


As stated by the June 2023 edition of the *Police Chief* magazine, "some persons are more susceptible than others to become a victim to a crime. Older adults, individuals with disabilities,

and children, among other groups, are often targeted and victimized disproportionately due to their real or perceived vulnerability.”² As mandated by Standard 18 of the BC Provincial Policing Standards Subject 6.1.1 (Promoting Unbiased Policing), the VPD actively monitors systemic inequities by analysing victimization trends disaggregated by ethnicity and gender or sex.

Table 4 displays victims of violent crimes by gender, age and ethnicity ($N = 6,108$). This table reflects a rolling average based on the past 12 months. The odds ratios in the total column include 23 victims who have non-binary gender expression. An odds ratio³ greater than 1.0 indicates that the group is over-represented as victims of violent crimes.

Table 4: Victimization in Last 12 Months by Gender and Age

	Female by Age Group				Male by Age Group				Total
	0-34	35-64	65+	Total	0-34	35-64	65+	Total	w/ non-binary
Asian	0.29	0.16	0.59	0.23	0.19	0.20	0.27	0.19	0.20
Black	2.21	3.11	3.95	2.91	2.06	3.08	3.02	2.66	2.81
White	0.69	1.35	1.10	0.90	0.51	1.17	1.15	0.76	0.83
Hispanic	1.82	1.32	5.36	1.92	1.52	1.41	3.54	1.65	1.76
Indigenous	6.29	11.02	2.37	8.62	2.35	5.17	3.43	3.74	5.56
Middle Eastern	1.98	1.90	2.04	2.11	2.76	2.98	6.16	3.08	2.75
South Asian	1.49	0.97	1.38	1.39	4.60	1.03	1.23	3.10	2.45
Other	0.16	0.10	0.00	0.16	0.14	0.17	0.00	0.16	0.16
<i>Average by Group</i>	1.79	0.99	0.15	0.60	1.43	1.06	0.29	1.65	1.00

Decreased Odds <1 Proportional to Population Increased Odds >1


Indigenous females 35-64 years old are the most over-represented (11.02), followed by Indigenous females under 35 (6.29). This victimization data is consistent with prior research which showed that Indigenous women and girls are 12 times more likely to be murdered or missing than other women in Canada ([National Inquiry into Missing and Murdered Indigenous Women and Girls, 2019](#)), and have a rate of violent victimization that is consistently double that of Indigenous males ([Victimization of Aboriginal people in Canada, 2014](#)) and significantly higher relative to the violent victimization rate of non-Indigenous women ([Statistics Canada, 2023](#)).

² <https://www.policechiefmagazine.org/magazine-issues/june-2024-policing-with-vulnerable-populations/>

³ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2938757/>

PROPERTY CRIMES

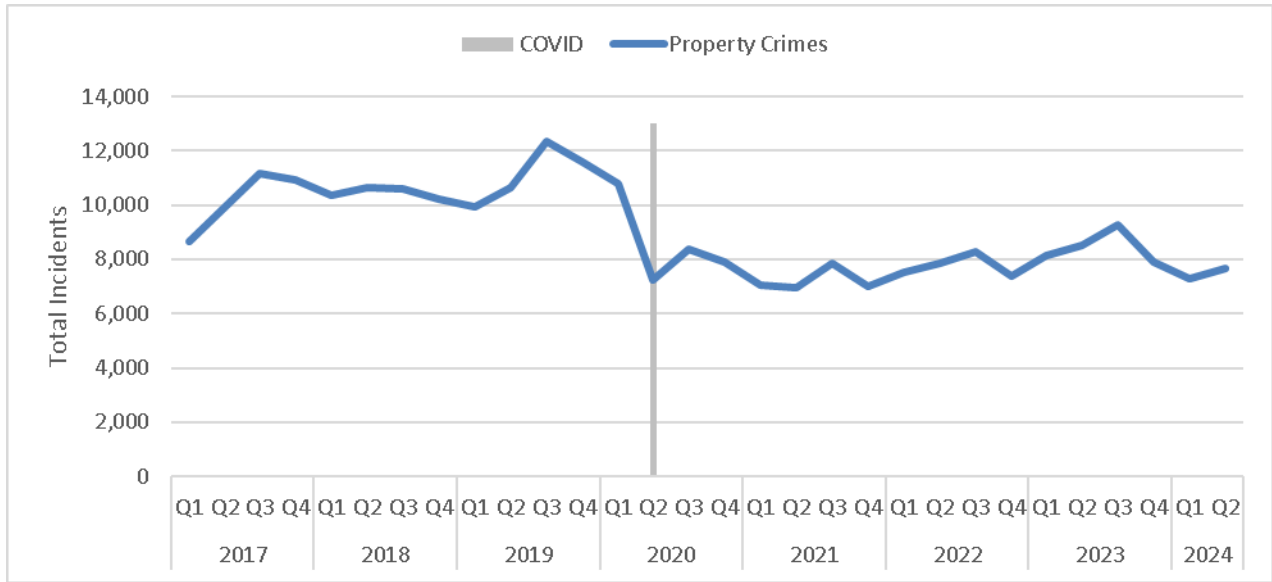
- Property crimes, reported to the VPD, YTD 2024 were down 10.3%. There were 14,944 property crimes, reported to VPD, YTD 2024 compared to 16,662 YTD 2023.
- Year-to-date (YTD), property crimes decreased in all four patrol districts and in 17 of the 24 Vancouver neighbourhoods (referred to as areas by CoV).
- Thefts from autos (TFA) were down 14.3%, from 3,513 incidents YTD 2023 to 3,009 YTD 2024. During the same period, motor vehicle thefts were down 17.9%, from 407 YTD 2023 to 334 incidents YTD 2024.
- Other types of theft remained steady, with 6,120 YTD 2023 and 6,019 incidents YTD 2024.
- Break & enter (B&E) incidents reported to the VPD were down 31.1% overall, from 1,609 incidents YTD 2023 to 1,108 YTD 2024.

Table 5: Property Crimes

Criminal Offences	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2023	2024	% Chg	Q2 2023	Q2 2024	% Chg
Property Crimes	16,662	14,944	-10.3% ▼	8,521	7,651	-10.2% ▼
B&E Total	1,609	1,108	-31.1% ▼	795	505	-36.5% ▼
B&E – Business	991	617	-37.7% ▼	474	264	-44.3% ▼
B&E – Residence	406	319	-21.4% ▼	212	145	-31.6% ▼
B&E – Other	212	172	-18.9% ▼	109	96	-11.9% ▼
Theft of Motor Vehicle	407	334	-17.9% ▼	188	181	-3.7% ▼
Theft from Auto	3,513	3,009	-14.3% ▼	1,746	1,568	-10.2% ▼
Theft	6,120	6,019	-1.7% ▼	3,274	3,232	-1.3% ▼
Possession of Stolen Property	140	140	0.0%	71	62	-12.7% ▼
Fraud	1,783	1,663	-6.7% ▼	927	793	-14.5% ▼
Arson	174	125	-28.2% ▼	101	55	-45.5% ▼
Mischief	2,916	2,546	-12.7% ▼	1,419	1,255	-11.6% ▼

There were 7,651 property crimes in Q2 2024, 10.2% fewer than the same period in 2023 (8,521). There was a significant sustained decrease in property crime following the COVID-19 pandemic. Property crimes in Q2 2024 remain 6.5% lower (8,521) than the historical Q2 average since 2017 (9,112).

Figure 3: Property Crimes by Quarter Since 2017



As shown in the following table, there was a decrease in property crimes in all four patrol districts YTD 2024. District 2 experienced the largest decrease YTD (18.3%).

Table 6: Property Crimes by District

Property Crimes	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2023	2024	% Chg	Q2 2023	Q2 2024	% Chg
District 1	5,053	4,858	-3.9% ▼	2,615	2,529	-3.3% ▼
District 2	3,571	2,916	-18.3% ▼	1,780	1,441	-19.0% ▼
District 3	3,757	3,573	-4.9% ▼	1,894	1,838	-3.0% ▼
District 4	3,740	3,396	-9.2% ▼	1,965	1,740	-11.5% ▼
Total*	16,662	14,944	-10.3% ▼	8,521	7,651	-10.2% ▼

* Includes a small number of offences which could not be attributed to a district.

PROPERTY CRIME TRENDS

Fraud

Fraud cases reported to the VPD decreased by 6.7% YTD 2024 when compared to the same period in 2023. The 2023 Fraud Study by the [Chartered Professional Accountants of Canada](#) found that younger Canadians are the largest cohort victimized by financial fraud, reflecting their exposure to online banking and shopping. [TD Bank Group's](#) 2023 survey also found that 62% of Canadians felt they were being targeted now more than ever by fraudsters and 78% do not have a high degree of confidence in their ability to identify scams.

Cybercrimes

Cybercrimes are committed online daily and represent persisting threats to personal privacy, financial security, and organizational reputation. The Cybercrime Unit is carefully monitoring the emergence of new AI technologies as they can have a significant impact on cybercrimes.

In 2024, new provisions were added in Section 462.321 of the *Criminal Code of Canada*. These provisions allow for the seizure of illegally obtained digital assets and, in some cases, to return those assets to the victims of increasingly common crimes involving cryptocurrency.⁴

Socially engineered phishing attacks are becoming increasingly difficult to detect due to AI technology creating convincing AI generated images, audio, and videos. Legal issues and its use in Canadian society continue to be monitored by VPD as well as the federal government.

Cybercrime incidents decreased by 30.2% YTD 2024 (1,079) compared to YTD 2023 (1,545). Vancouver victims of cybercrime reported total losses of \$13.50M YTD 2024. This is 23.8% lower than the \$17.72M in losses reported YTD 2023. Frauds involving cryptocurrencies and extortion accounted for \$2.69M in losses YTD 2024. This is 49.8% lower than the losses of \$5.36M reported during the same period in 2023. Unfortunately, there is often delay in reporting, as many frauds take place over the course of several months and victims are sometimes hesitant to make a police report. Cybercrime figures are therefore subject to increase over time as more incidents get reported.

MENTAL HEALTH ACT (MHA) APPREHENSIONS

The VPD works in close partnerships with the Vancouver Coastal Health Authority (VCH), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and other community service providers to provide a coordinated response to support persons in the community who may be exhibiting signs of deteriorating mental health. Through these partnerships, the VPD aims to reduce reactive responses such as Section 28 MHA apprehensions while increasing proactive and preventive interventions through outreach, intensive case management, and Form 4 or Form 21 apprehensions.

Section 28 MHA Apprehensions (Emergency Procedures)

Under Section 28 of the MHA, “a police officer or constable may apprehend and immediately take a person to a physician or nurse practitioner for examination if satisfied from personal observations, or information received, that the person is acting in a manner likely to endanger that person’s own safety or the safety of others, and is apparently a person with a mental disorder.”⁵

Form 4 MHA Apprehensions (Section 22 Involuntary Admissions)

Under Section 22 of the MHA, a physician or nurse practitioner may complete a Form 4 medical certificate for involuntary admission. The medical certificate allows a person with a mental disorder to be apprehended, transported, admitted, treated, and detained as an involuntary patient for up to 48 hours after admission. After 48 hours, the person must be discharged from the facility or admitted as a voluntary patient unless a second examination by another physician is completed which allows the designated facility to detain the person involuntarily for up to one month after date of admission, or longer if another reassessment is necessary.

Form 21 MHA Apprehensions (Section 41 Unauthorized Absences)

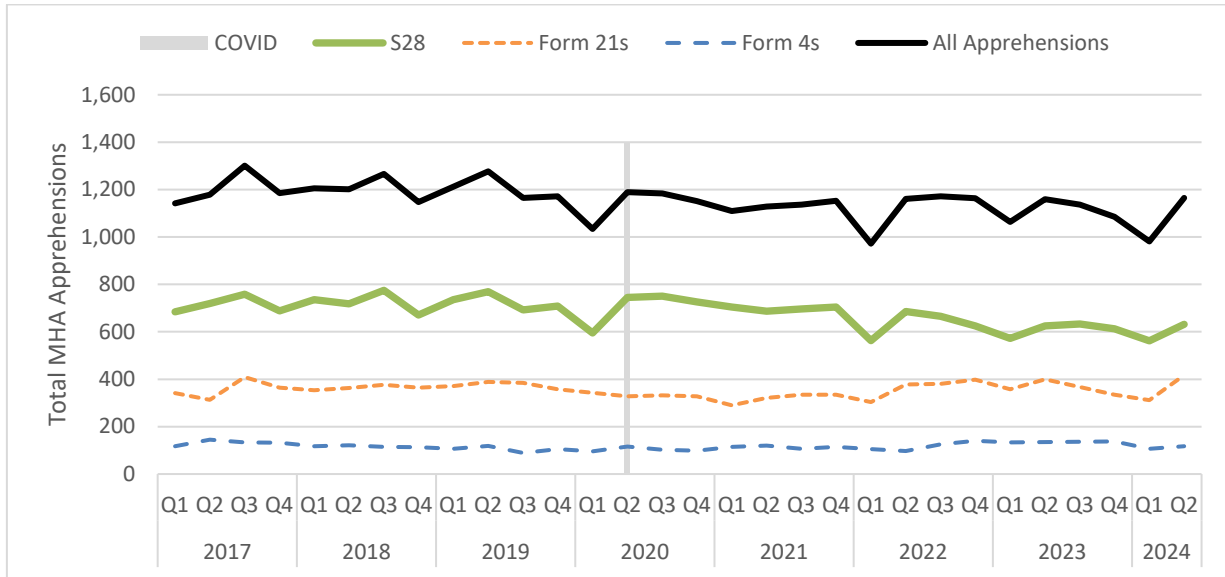
⁴ <https://www.justice.gc.ca/eng/csj-sjc/pl/charte-charte/c47.html>

⁵ https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96288_01

Under Section 41 of the MHA, a Form 21 Director’s Warrant allows a director or designate to recall a patient back to a designated facility. A recall would occur when a person who is on extended leave living in community under certain imposed conditions does not abide by the conditions (e.g., failing to take required medication). A Form 21 may also be issued if a patient leaves a designated facility without permission (e.g., absent without leave or AWOL).

The following figure shows all MHA apprehensions by quarter, between 2017 and YTD 2024.

Figure 4: Mental Health Act Apprehensions by Quarter Since 2017



Overall, Section 28 MHA apprehensions decreased by 0.3%, from 1,197 YTD 2023 to 1,193 YTD 2024. These incidents involved 987 unique individuals. As shown by the following table, 330 of these individuals, or 33.4%, have been apprehended more than once in the last four years.

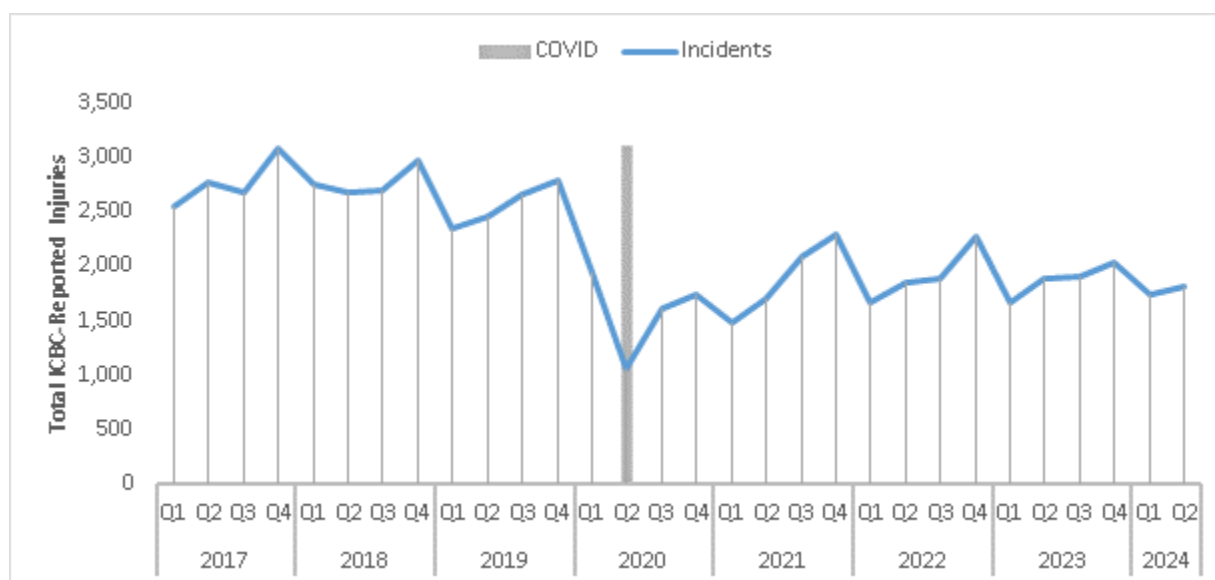
Table 7: MHA Section 28 Apprehensions

MHA Section 28 Apprehensions	Q1 & Q2 2023	Q1 & Q2 2024	% Change
# of apprehensions	1,197	1,193	-0.3% ▼
# of unique individuals apprehended	945	987	4.4% ▲
# of individuals previously apprehended in the last 4 years	287	330	15.0% ▲
% of individuals previously apprehended	30.4%	33.4%	10.1% ▲

TRAFFIC RELATED INJURIES & DEATHS

The Insurance Corporation of British Columbia (ICBC) collects data on all reportable motor vehicle incidents in BC to help address various road safety issues with the goal of reducing the number of traffic related fatalities and injuries. ICBC data shows that there were 3,557 motor vehicle incidents with injuries reported to ICBC YTD 2024. This is **stable** when compared to YTD 2023.⁶

Figure 5: ICBC-Reported Motor Vehicle Incidents with Injuries by Quarter Since 2017



There were six traffic fatalities in both the first half of 2024 and the first half of 2023.

CALLS FOR SERVICE

Calls for service (CFS) include calls to 9-1-1 for emergency assistance, non-emergency CFS, on-view incidents, and online crime reporting. Abandoned calls are calls from the public to the non-emergency line managed by E-Comm that were attempted but eventually abandoned by the caller.

There were 115,605 CFS to VPD YTD 2024. This was down 2.2% compared to YTD 2023 (118,241). Abandoned calls on the non-emergency line were down 44.9% YTD 2024 (11,238) when compared to YTD 2023 (20,410). This is illustrated by the following table:

⁶ People have up to two years to submit a claim to ICBC.

Table 8: Calls for Service

	Q1 & Q2 2023	Q1 & Q2 2024	% Chg
Total Calls for Service (CFS) and Abandoned Calls	138,651	126,843	-8.5% ▼
Abandoned Calls	20,410	11,238	-44.9% ▼
Calls for Service	118,241	115,605	-2.2% ▼
9-1-1	37,520	36,401	-3.0% ▼
Non-emergency line	44,864	49,749	10.9% ▲
On-view by police	19,244	20,825	8.2% ▲
Online reporting	7,911	4,451	-43.7% ▼
Offline*	8,702	4,179	-52.0% ▼

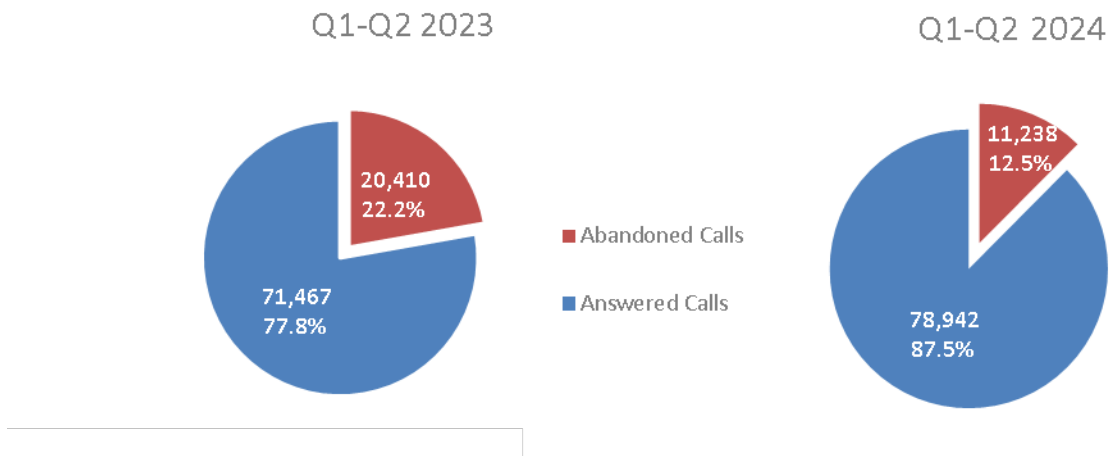
* Includes calls for service generated during CAD system maintenance.

E-Comm Abandoned Calls for Service

Abandoned non-emergency calls cause significant concerns and have a negative impact on the public, and the reputation of affected police departments using E-Comm. Callers often do not distinguish E-Comm from the police department they are trying to reach. Abandoned calls also result in undercounting crime, leading to an underestimation of the true demand and need for policing in Vancouver. E-Comm has implemented strategies to strengthen and improve their services, providing monthly updates to police and government partners. However, previous negative experiences by members of the public may dissuade them from calling again even if caller wait times improve.

The following figure breaks down the volume of calls to the non-emergency line managed by E-Comm YTD 2023 and YTD 2024. Not all non-emergency calls answered by E-Comm result in a call for service for the VPD.

Figure 6: Calls to the Non-Emergency Line Managed by E-Comm



PRIORITY 1 RESPONSE TIMES

A priority 1 (P1) classification indicates that an incident or call for service requires an immediate police response. Empirical evidence shows that P1 response times are impacted by changes in traffic patterns throughout the day, including during rush hour traffic. They are also impacted by increased density and traffic congestion over time, as well as workload pressures on frontline officers.

Figure 7 illustrates the overall response time trend since 2017. Vancouver’s average P1 response time YTD 2024 (10:35) was four seconds (0.6%) slower than the same period YTD 2023 (10:31).

Figure 7: Average P1 Response Time by Quarter Since 2017

