

## 2015 to 2019 Strategic Plan Final Year 4 (2018) Progress Report

### Community Indicators

#### Exception Report Summary

Long term trends of seven community indicators have not been trending in the desired direction (see Attachment 3):

- Percentage of households spending 30 per cent or more of income on housing costs
- Percentage of survey respondents that think housing affordability is a problem
- Number of Mental Health Act apprehensions per 100,000 population
- Total crime rate per 100,000 population
- Average travel time
- Survey respondents quality of life approval rating
- Percentage of resident satisfaction level with ability to access Regional services

Contributing factors for each of these indicators is detailed below.

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#### HEALTHY COMMUNITIES

#### **Percentage of households spending 30 per cent or more of income on housing costs**

This measure identifies percentage of households spending greater than 30 per cent of pre-tax household income on housing. Housing costs affect disposable income, access to jobs, health status, and general inclusion in society. A household paying 30 per cent or more of its pre-tax income for housing is considered to have affordability problems.

#### **Percentage of survey respondents that think housing affordability is a problem**

This indicator is part of York Region's annual polling of 400 York Region residents and reflects how residents feel about housing affordability in York Region.

In 2018, 81 per cent of residents surveyed felt that housing affordability was a problem in York Region. Despite the most recent improvements from 2015 (85 per cent), 2016 (90 per cent) and 2017 (87 per cent), this indicator is not trending in the desired direction because it is 11 per cent above the 2013 result of 70 per cent.

## **Number of *Mental Health Act* apprehensions per 100,000 population**

The *Ontario Mental Health Act* allows a police officer to apprehend individuals where reasonable grounds exist to believe an individual is at risk of harm to self or others, or appears to have self-care deficits and appears to be suffering from a mental disorder.

York Regional Police are apprehending more people than before and taking them to hospital under the *Mental Health Act*. Several factors that influence the increasing number of Mental Health Act apprehensions include population growth, budgetary constraints resulting in an impact to availability of mental health support services, increasing public awareness, increasing number of residents with more complex mental health needs, and police officers responding to persons in crisis around the clock when support services may not be available. Another contributing factor may be that people experiencing mental health challenges do not consistently accept assistance from mental health support services, which may result in an emergency service response instead when a crisis occurs.

York Region and York Regional Police have worked together to develop mental health initiatives including the York Regional Police Mental Health Support Teams. These are York Regional Police mobile outreach units consisting of a plain clothes police officer and a mental health crisis worker. In 2018, calls for service responded to by the York Regional Police Mental Health Support Team had an apprehension rate of 20 per cent of the calls attended, compared to 53 per cent apprehension rate of the calls uniform officers were attending alone without Mental Health Support Team's participation in the call.

## **Total crime rate per 100,000 population**

Offences that make up the total crime rate include violent crime, property crime and other Criminal Code offences (excluding traffic). Criminal Code driving offences such as impaired driving are not included. This indicator is used to determine if there have been changes in criminal activity over time. Changes to the law, standards or law enforcement practices can have an impact on crime rates.

The crime rate in York Region has been experiencing small yearly increases since 2015 after several years of decreasing crime rates. This is consistent with crime trends across Canada where the national crime rate has also been on the increase since 2015. In 2018, there was an increase of 7.9 per cent from 2017. Top offences that influenced the crime rate in 2018 include Theft \$5,000 or under (24.7 per cent), Assault (11.2 per cent), and Fraud (10.8 per cent). The increase in reported fraud incidents may have been influenced by enhanced public awareness of financial scams, identity theft and fraud.

Although an increase in our crime rate was experienced in 2018, our members continue to be dedicated to the progressive delivery of crime prevention, law enforcement, and community safety initiatives. These efforts to ensure the safety of our citizens, businesses and communities would not be possible without the continued support of our Police Service Board, Regional and Local Councils, community leaders and our community partners. To learn more on York Region crime rates and trends, see the [York Regional Police Business Plan 2017 – 2019](#) and [2018 Statistical Report](#).



## **SUSTAINABLE ENVIRONMENT**

### **Average travel time**

This indicator identifies the estimated average automobile travel time in minutes during the morning rush hour. Over time, it is anticipated that residents in York Region will continue to experience longer travel times to work if they continue to choose to drive during rush hours. The time spent due to traffic

congestion has a negative impact on the Region's residents and businesses. The increase in travel time by car is a reflection of increased traffic not only in York Region but throughout the Greater Toronto Area.

In the 2016 Transportation Tomorrow Survey, it was shown that the average travel distance by car is also increasing for commuters starting their trips in York Region. This trend is similar in other neighboring regional municipalities. The increase of distance travelled by car also contributes to the increased trend in higher average travel times.

Through ongoing record investments in transportation, York Region will continue to offer residents and businesses with improved travel options including improved roads and transit services for travel during rush hours.



**GOOD GOVERNMENT**

### **Survey respondents' quality of life approval rating**

This indicator is part of York Region's annual polling of 400 York Region residents which has historically found that York Region maintains a high quality of life for its residents.

Views regarding the quality of life in York Region have remained consistently high and very positive with results of 92 per cent (2014), 90 per cent (2015), 91 per cent (2016), and 92 per cent (2017).

In 2018, almost nine out of ten residents (89 per cent) felt that they enjoy either an excellent or good quality of life. While this is three per cent below the 2014 baseline (92 per cent), it is on par since York Region began tracking this indicator in the early 2000's (average result of 90 per cent).

From 2014 to 2018, residents have cited low crime rate, the vitality of their neighbourhoods, open spaces, and being able to walk to their destinations as key elements that contribute to the high quality of life in York Region.

### **Percentage of resident satisfaction level with ability to access Regional services**

This indicator is part of York Region's annual polling of 400 residents and is only based on a possible 112 residents who have claimed to have used a York Region service.

In 2018, 41 per cent of York Region residents were satisfied with their ability to access York Region services. This indicator is five per cent below the 2013 baseline (46 per cent) with fluctuating results of 54 per cent (2015), 46 per cent (2016), and 55 per cent (2017).

This community indicator was not a part of York Region's annual polling in 2014 and its fluctuation requires monitoring moving forward.