



## WINNIPEG POLICE SERVICE

### Calls for Service Map: User Guide and Information Document

---

#### **Intent**

Calls for Service data consist of safety and unverified crime events reported by citizens and by proactive events of officers. The data, presented as an interactive dashboard, are a 10 week snapshot of events that occurred within The City of Winnipeg. This interactive tool enables you to view calls, and requests for service throughout the City, neighbourhoods and communities. Data are uploaded every Monday for the previous week. Additionally, the entire 10 week series is restated each week to account for corrections.

For further information about any of the statistics contained within, please contact the WPS through a General Inquiries email submission at: <https://www.winnipeg.ca/police/tblofcontents/contact.stm>

#### **Data Source**

For optimal performance, this tool is best viewed on a desktop computer (using an internet browser other than Internet Explorer).

All information presented is based on information received from the public, as well as proactive policing, and therefore are preliminary and subject to change. Due to the complex nature of police investigations, the data may change over time.

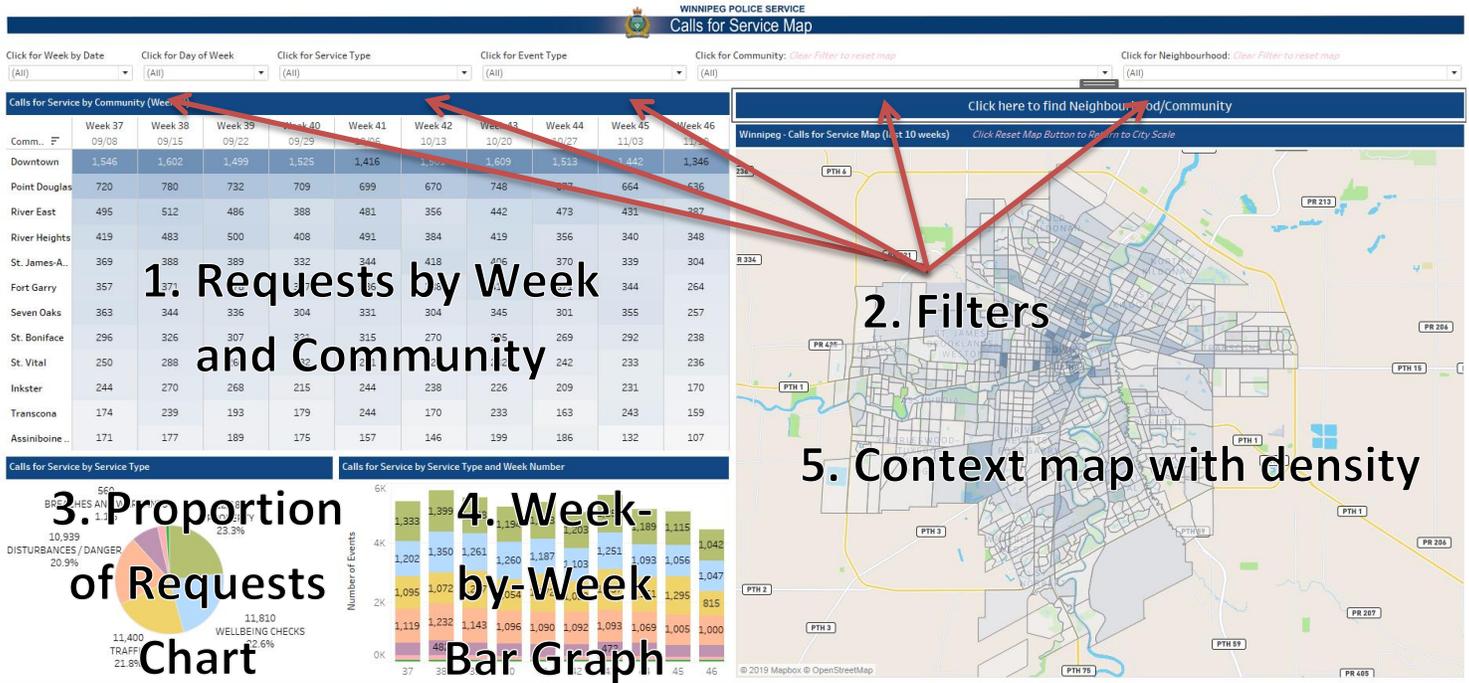
Data presented are based on call type categories established by the Winnipeg Police Service. The data include both safety and criminal events. The data are presented in generic categories for privacy reasons; including, but not limited to, calls respecting domestic violence, sexual offences and personal health. Call type categories displayed may not align with the final determination of the event after investigation.

The Winnipeg Police Service has taken steps to protect the privacy of those associated with calls for service. The locations of events have been deliberately limited to generalized areas. Location data are to be assumed as approximate and preliminary.

For our official statistics, please visit: <https://winnipeg.ca/police/AboutTheService/stats.stm>  
Or visit: <https://www.winnipeg.ca/police/crimestat/viewMap.stm>, to view the CrimeMaps dashboard.

### Navigating the "Dashboard"

The collection of visuals or "Dashboard" view consists of a series of panels or tiles that display the data in groupings related to time or place. Navigating the dashboard is primarily performed through the use of filters, which are situated across the top of the display.



### 1. Calls by Week and Community Chart

Included in the tool is a table listing each community and the last 10 weeks of events that have been reported.

When the dashboard is first opened, the "Calls by Week and Community Chart" is set to display all Winnipeg communities, All Weeks and All Types. Clicking on a community name will highlight the community, but will not affect what data are being shown.

Colours behind each cell reflect the volume of events per area. Darker shading reflects more events for the area.

Weeks across the top are numbered by their place with January 1 being the first week. The date of the first day (Monday) is shown below the week number.

Community	Week 27	Week 28	Week 29	Week 30	Week 31	Week 32	Week 33	Week 34	Week 35	Week 36
Downtown	1,546	1,602	1,459	1,525	1,416	1,392	1,609	1,513	1,442	1,346
Point Douglas	720	780	732	709	699	670	748	787	664	636
River East	495	512	486	388	481	356	442	473	431	387
River Heights	419	483	500	408	491	384	419	356	340	348
St. James-A.	369	388	389	332	344	418	406	370	339	304
Fort Garry	357	371	371	304	304	304	304	301	344	264
Seven Oaks	363	344	336	304	331	304	345	301	355	257
St. Boniface	296	326	307	296	315	270	265	269	292	238
St. Vital	250	288	288	266	266	242	242	233	233	236
Inkster	244	270	268	215	244	238	226	209	231	170
Transcona	174	239	193	179	244	170	233	163	243	159
Assiniboine	171	177	189	175	157	146	199	186	132	107

Community	Week 27	Week 28	Week 29	Week 30	Week 31	Week 32	Week 33	Week 34	Week 35	Week 36
Downtown	1,700	1,674	1,629	1,676	1,676	1,663	1,672	1,600	1,419	1,467
Point Douglas	781	797	807	758	835	763	732	683	694	738
River East	429	411	425	432	415	400	411	394	528	436
St. James-Assiniboine	420	428	438	412	411	410	434	490	446	307
River Heights	403	430	405	399	362	363	463	403	416	368
Seven Oaks	356	312	312	412	409	364	425	300	374	386
Fort Garry	307	354	324	334	311	307	336	358	322	291
St. Boniface	290	310	307	329	314	264	307	314	280	263
St. Vital	229	281	342	306	333	289	310	258	291	264
Inkster	292	271	260	251	295	285	243	278	258	238
Transcona	155	213	230	218	270	194	286	287	196	143
Assiniboine South	147	202	169	139	200	159	161	199	202	149

## 2. Filters

Across the top of the dashboard is a series of drop-down buttons that allow you to use "All" (the default), or any combination of the available fields.



For example, you could choose a single Week or all of the Tuesdays; you could select all Wellbeing checks in any one neighbourhood, and so on. If you choose individual neighbourhoods, please note that the community field will automatically limit itself to only those that contain the selected neighbourhoods.

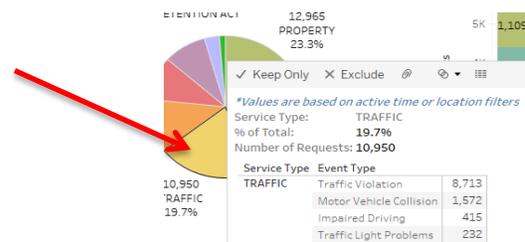
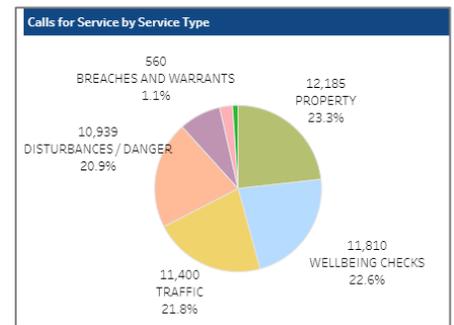
If you would like to reset a filter, click the red "X" to the right of the filter.



## 3. Proportion of Requests Pie Chart

Below the "Calls for Service by Community and Week" table is a pie chart representing the proportion of each event type to what is displayed.

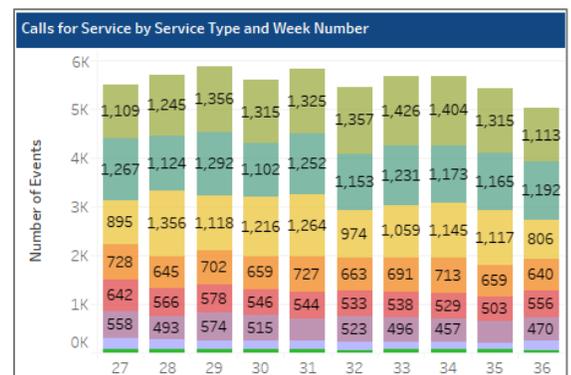
**Not all portions of the pie will automatically label. If your selection has many small pie pieces, hover over each "slice" to see what it represents.**



## 4. Week-by-Week Bar Graph

Also below the "Calls for Service by Community and Week" table, is a bar graph that shows the count and weekly distribution of each request type. Similar to the pie chart, if you want to know the request type that each colour represents, hover over the section of interest.

Both graphics are dynamic, and can be filtered by week, day of week, community, neighbourhood and service type. As filters are applied, the graphics will rearrange their display to reflect the statistics for the chosen dates, places or types.



### 5. Context map with density indication

The Map pane of the dashboard shows a density map with colours that get darker as the total number of events grows. Each neighbourhood is divided into smaller sections and counts are totalled within those areas.

#### Map Controls -



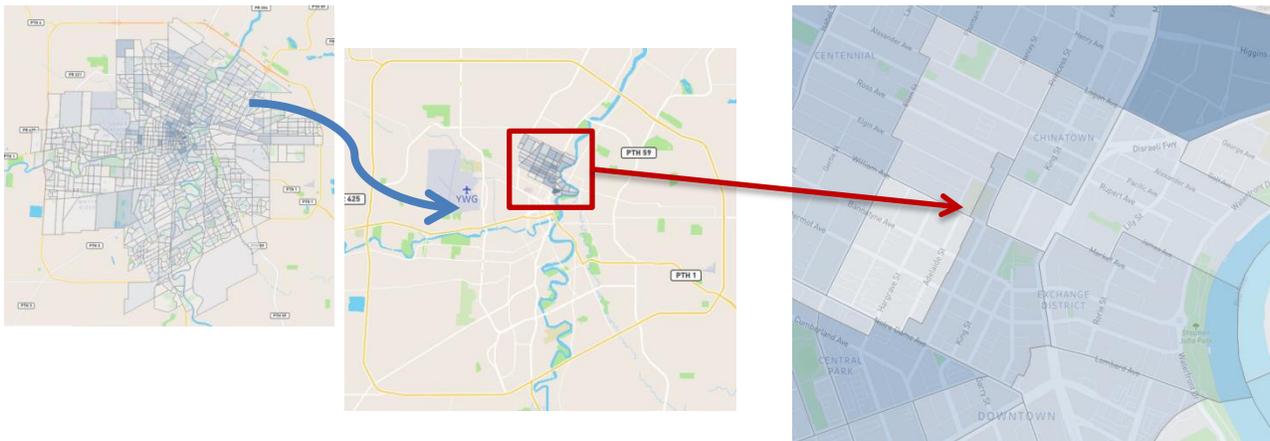
- Zoom-In - Use the Zoom-In button to get a closer look at an area. As you zoom in closer, map details like street names and places will become visible. You can also roll your mouse wheel forward to zoom in.
- Zoom-Out - Use the Zoom-Out button to see more of the surrounding area. Map details will no longer be visible at larger scales. You can also roll your mouse wheel backward to zoom out.
- Zoom Home - The map defaults to all of Winnipeg. If you use the other buttons to zoom and pan around the map, eventually you might want to reset the view. Pressing the Zoom Home button will force the map to reset to the extent of the city.



#### Other map controls -

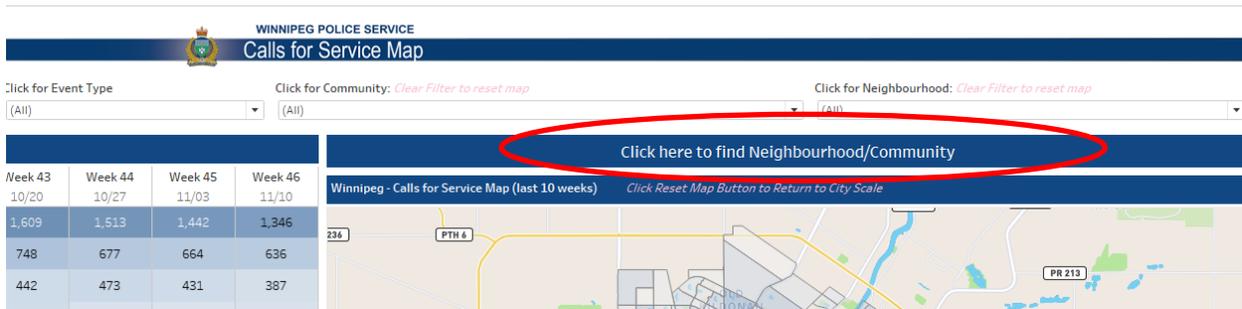
- Zoom Area  - Drag a box over an area to zoom the map.
- Pan  - Click and drag to move the map.
- Rectangular, Radial or Lasso Selection  - Click and drag to define an area of selection. These can be used to highlight areas on the map.

**Filtering** - When a neighborhood or community filter is applied, the map will only display data for the extent of the area. Zoom in on the area for a closer look.



### 6. Find Neighbourhood/Community Tool

If you are not sure what Neighbourhood or Community a specific area is in, you can use the "Find Neighbourhood/Community Tool." The information found in the tool can be used to operate the Community and Neighbourhood filters.

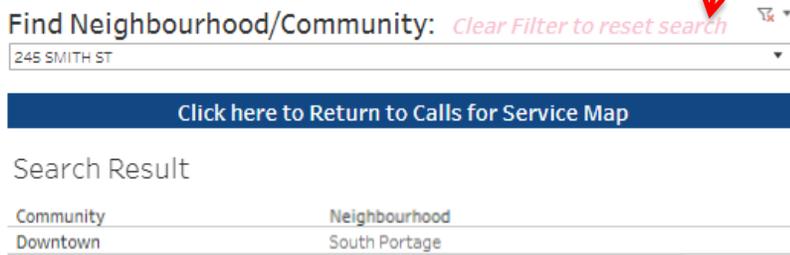
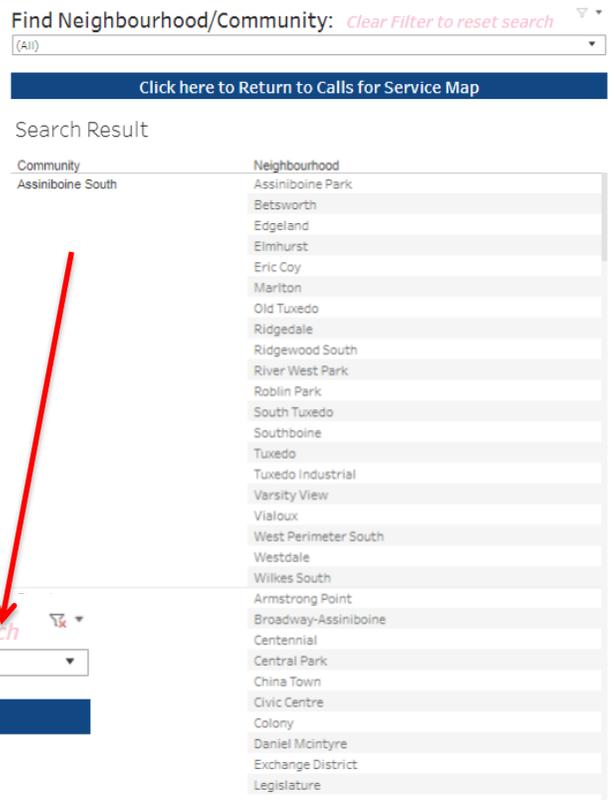


When you click the "Find Neighbourhood/Community Tool" a new tab will open that allows you to search an address.

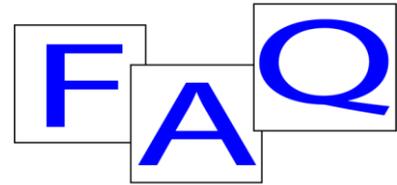
For example, searching "245 Smith Street" returns Downtown as the Community and South Portage as the Neighbourhood.

The search box is predictive, so if you are unsure of the spelling, you can type the first few letters and it will give you suggestions for streets with similar spelling.

When you are done searching, you can click the box below the search bar to navigate back to the Calls for Service Map.



## 7. Frequently Asked Questions:



### **1. What is the difference between CrimeMaps and Calls for Service Map?**

CrimeMaps is based on verified crime events. It contains the same source of data as the annual report, coded as per Statistics Canada. The CrimeMaps data has a three month delay.

Calls for Service data consist of safety and unverified crime events reported by citizens and by proactive events of officers. This information is released weekly and spans the last ten weeks.

### **2. What are included in the Event Types?**

Events are categorized into seven Service Types or categories; Breaches and Warrants, Disturbances/Danger, Intoxicated Persons, Property, Traffic, Violence and Wellbeing Checks. Within seven categories there are 34 Event Types made up of other more specific event or crime types.

### **3. What are the areas in the map?**

Communities are made up of Neighbourhoods and each Neighbourhood is made up of smaller areas. The display of event data using these smaller areas provides a sense of location, while being aware of privacy concerns.

### **4. Why do the numbers change from week to week?**

Events in law enforcement are dynamic and fluid. Some events, in time or through investigation, change from what was originally reported. By rewriting the data series each week, the Winnipeg Police Service is able to present a more current view what safety concerns or criminal activity is occurring in Winnipeg.

### **5. Can I download the data?**

No, since the Calls for Service Map data is dynamic and due to the investigative process, the views presented in the dashboard should be taken "as is." For official crime statistics, please refer to our [Annual Statistical Reports](#), or [CrimeMaps](#).