CWT RESPONSIVENESS AND PERFORMANCE 2022

OVERVIEW

Since 2005, ENV has been working closely with members of the public and law enforcement agencies throughout the country on a day-to-day basis to combat wildlife crime. On average, the ENV Wildlife Crime Unit receives 10 new cases reported to the ENV Wildlife Crime Hotline each day. After each report, ENV contacts the appropriate authorities to address the violation(s), tracking each case through to its conclusion and documenting the outcome on ENV's National Wildlife Crime Incident Tracking Database.

In 2019, ENV initiated the CWT (combat wildlife trafficking) Responsiveness and Performance Ranking System, which is intended to provide provincial leadership with a means to evaluate the performance of their subordinate agencies responsible for wildlife protection and enforcement.

THE EVALUATION IS BASED ON **THREE** PERFORMANCE INDICATORS:

How successful the province is in addressing wildlife crime overall
How successful the province is in dealing with live animal violations
How responsive these agencies are to publicly reported wildlife violations

DEFINING "SUCCESS"

Success is defined as "successfully enforcing laws relevant to wildlife protection, resulting in a seizure or transfer of animals or parts and products, arrest, or administrative fine," or in minor cases such as the advertising of wildlife, "successfully achieving the violator's compliance with the law (the violator permanently ceases the violating activity following intervention by authorities)."

Live animal cases are an effective indicator in defining success, as they generally require a timely and proactive response from authorities to yield successful results.

DEFINING "RESPONSIVENESS"

ENV considers responsiveness to wildlife crime by law enforcement critical for establishing an effective partnership between the public, who report wildlife crime, and authorities, who address wildlife crime. Responsiveness is measured only for cases reported through ENV by the public for which authorities provide feedback on the results of their response.

> **How successful provincial authorities were in dealing with violations reported through ENV, as well as how responsive authorities in each province were to publicly reported crimes, are calculated to illustrate both provincial performance and how the province compares to the national average.**

NATIONAL AVERAGE

The national average is based on the results of 63 provinces where crimes were reported to ENV by the public in 2022. This average serves as a national benchmark against which provincial governments can compare the responsiveness of their subordinate agencies.

1,153
Public reports

32.7%
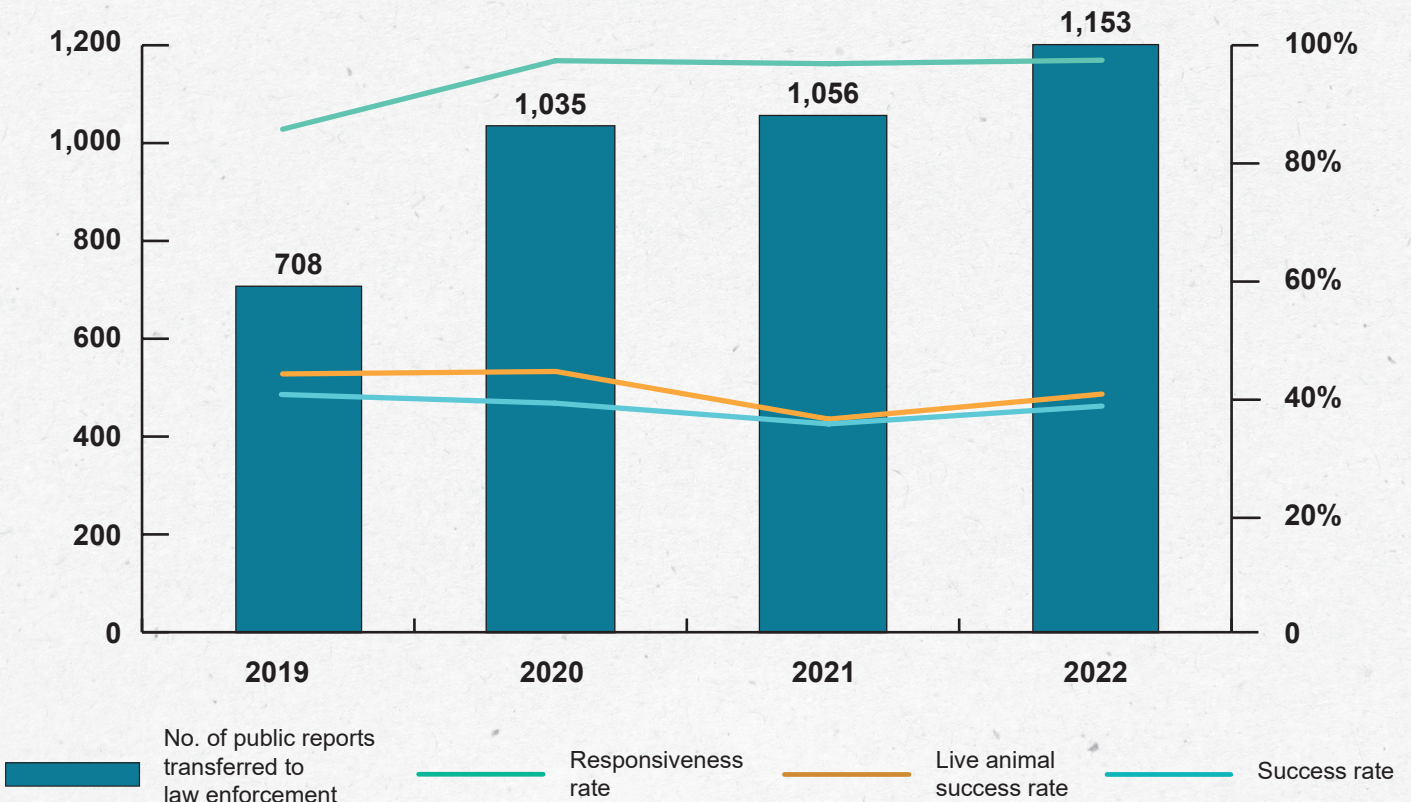Success rate

34.8%
Live animal success rate

97.7%
Responsiveness rate

In 2022, there was a slight improvement in the rates for all evaluation categories (case successes, live animal successes, and responsiveness) compared to the 2021 results. While the report shows a positive response rate of 97.7% for all publicly reported wildlife crimes on a national scale, it's notable that both the 2022 overall success rate and the rate for dealing with live animal cases remain lower than those recorded in 2019 and 2020. The current rates in these categories – both accounting for successes in only a third of all reported cases – suggest a need for improvement in law enforcement authorities' performance in the coming years.

It should also be noted that street vendor cases in Ho Chi Minh City, 447 of which were recorded by ENV in 2022, almost never yield successful results, and according to local agencies, local authorities often claim to have checked the location without finding a violator.
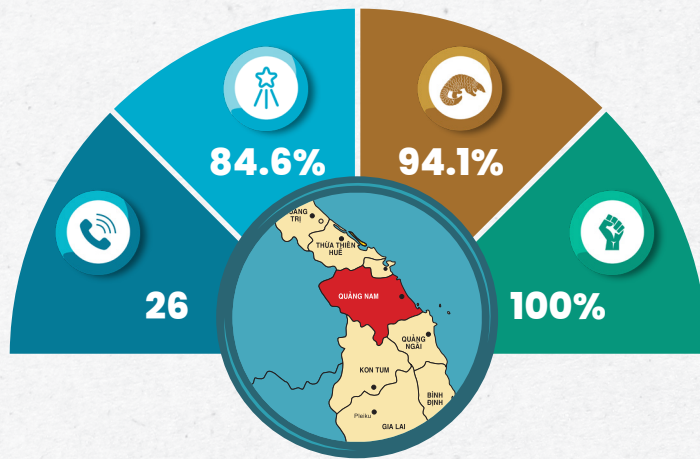
Chart 1: National averages from 2019-2022

Legend:
- No. of public reports transferred to law enforcement
- Responsiveness rate
- Live animal success rate
- Success rate

BEST OVERALL PERFORMANCE

Note: Provinces with less than 15 cases reported to ENV by the public were not considered in this ranking.

Authorities in Quang Nam are to be commended for their exemplary performance in handling wildlife crimes reported by the public, coming out on top in each of the evaluation categories for 2022. Quang Nam authorities responded to all 26 public reports made in 2022, achieving an overall case success rate of 84.6% and 94.1% for cases involving live animals. Quang Nam authorities' responsiveness led to the successful seizure of numerous wildlife products, the removal of menu violations advertising wildlife, and the confiscation and transfer of 1,172 animals in 2022.
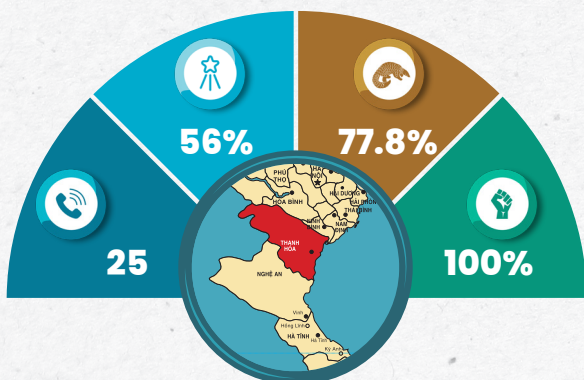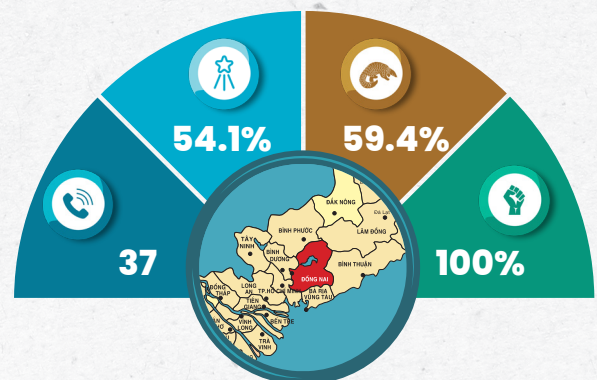

QUANG NAM

Note:
- 📞 *Public reports*
- ⭐ *Success rate*
- 🦝 *Live animal success rate*
- ✊ *Responsiveness rate*

It is also worth mentioning that this is the first time Quang Nam has appeared in the ranking of best-performing provinces since the development of the ENV CWT Responsiveness and Performance Ranking System in 2019. The province provides an excellent example of how timely responsiveness and a can-do attitude can contribute to building trust amongst the public as well as strengthening wildlife protection. ENV would like to congratulate the members of the police and Forest Protection Departments, as well as other relevant agencies, who worked hard and effectively to achieve success and contribute to protecting wildlife in Quang Nam during 2022.

In addition, Thanh Hoa and Dong Nai also deserve recognition for ranking amongst the top-performing provinces in 2022. These two provinces successfully responded to 100% of wildlife crimes reported by the public, as well as achieved considerable success rates both overall and in dealing with live animal cases. Compared to 2021, Dong Nai in particular managed to maintain a good overall success rate, as well as increase their responsiveness, despite an increase in public reports when compared to the previous year.

THANH HOA

DONG NAI

ENV also applauds authorities in Bac Kan, Ben Tre, Ha Giang, Ninh Thuan, Soc Trang, Son La, and Tuyen Quang for successfully addressing 100% of the publicly reported wildlife crimes in their jurisdiction, though the number of publicly reported cases was few.

Successful outcomes:
Top five most successful provinces in handling publicly reported wildlife crimes

Note: Provinces with less than 15 cases reported to ENV by the public were not considered in this ranking.

Quang Nam ranked first among the top five most successful provinces in handling publicly reported wildlife crimes by addressing 84.6% of the cases transferred to them - nearly triple the rate achieved in 2021. In second place, Da Nang was also able to increase its 2021 success rate of 53% by around 17% to nearly 62% in 2022. Thanh Hoa and Dak Lak ranked third and fourth among the top most successful provinces in handling publicly reported wildlife crimes, with both provinces achieving success rates of around 56%. Dong Nai took the final position in the country's top five provinces for being able to successfully address around 54% of public reports in the jurisdiction.

Table 1: Top five ranking provinces in successfully dealing with any type of wildlife crime reported by the public

No.	Province	No. of public reports	LEA* success rate
1	Quang Nam	26	84.6%
2	Da Nang	21	61.9%
3	Dak Lak	32	56.3%
4	Thanh Hoa	25	56%
5	Dong Nai	37	54.1%

LEA = Law enforcement authority

Live animal cases:
Top five most successful provinces

Note: Provinces with less than 10 live animal cases reported to ENV by the public were not considered in this ranking.

Authorities in Quang Nam were once again the most successful in dealing with live animal cases, having successfully handled 94.1% of live animal cases reported by the public. This is significant also for being the highest ever success rate involving live animals recorded since ENV developed the CWT Responsiveness and Performance Ranking System in 2019. This stellar performance is followed by Thanh Hoa, Da Nang, and Dak Lak, whose live animal success rates range from 71.4% to 77.8%. Dong Nai also made the cut by successfully addressing just under 60% of the live animal cases reported in the province. Special mention should also be made of Thanh Hoa, Da Nang, Dak Lak, and Dong Nai for consistently being listed among the top-ranking provinces for dealing with live animal cases over the last four years.

Table 2: Top five ranking by province in successfully handling live animal cases reported by the public

No.	Province	No. of live animal reports	Live animal success rate
1	Quang Nam	17	94.1%
2	Thanh Hoa	9	77.8%
3	Da Nang	15	73.3%
4	Dak Lak	14	71.4%
5	Dong Nai	32	59.4%

Responsiveness:
Top most responsive provinces

Note: Provinces with less than 15 cases reported to ENV by the public were not considered in this ranking.

In 2022, ENV would like to commend Dong Nai, Gia Lai, Quang Nam, Thanh Hoa, Binh Thuan, Binh Duong, and Can Tho for their responsive attitude in dealing with cases reported by the public. The top-performing provinces have greatly contributed to the country's overall rate of responsiveness to wildlife crime reports made by the public, holding a responsiveness rate of 100%. However, it should be noted that a high responsiveness rate is most meaningful when it results in successful outcomes, as we have seen from authorities in Quang Nam, Dong Nai, and Thanh Hoa.

Table 3: Ranking of the top provinces in responding to publicly reported wildlife crimes

No.	Province	No. of public reports	Responsiveness rate
1	Dong Nai	37	100%
2	Gia Lai	30	100%
3	Quang Nam	26	100%
4	Thanh Hoa	25	100%
5	Binh Thuan	24	100%
6	Binh Duong	19	100%
7	Can Tho	18	100%

Performance among provinces with the highest number of publicly reported crimes

Ho Chi Minh City, Hanoi, Ba Ria - Vung Tau, Dong Nai, and Dak Lak respectively received the highest numbers of publicly reported wildlife cases.

Of these, as mentioned earlier, Dong Nai authorities should be particularly proud of having their province listed among the best-performing provinces in all evaluation categories, given that it is also ranked as one of the provinces with the highest number of publicly reported crimes. In 2022, out of 37 cases reported, Dong Nai successfully addressed around 54%, while around 60% of the publicly reported live animal cases were successfully handled. Dong Nai's exemplary performance is a clear instance of a constant and determined effort from authorities to handle wildlife crime cases, as the province's positive outcomes were also highlighted in ENV's CWT Responsiveness and Performance rankings of 2019 and 2020.

Table 4: Performance among provinces with the highest number of publicly reported crimes

No.	Province	No. of public reports	Success rate	Live animal success rate	Responsiveness rate
1	Ho Chi Minh City	444	16.9%	18.1%	98.9%
2	Hanoi	113	28.3%	32.8%	92.9%
3	Ba Ria - Vung Tau	38	44.7%	44.1%	97.4%
4	Dong Nai	37	54.1%	59.4%	100%
5	Dak Lak	32	56.3%	71.4%	96.9%

Two other provinces also deserve mention for their efforts to protect wildlife and achieve meaningful results. Among the provinces that received a high number of publicly reported wildlife crimes in 2022, authorities in Ba Ria Vung Tau have shown remarkable improvement in addressing wildlife crimes by achieving roughly 44% for both overall successes as well as successful live wildlife confiscations in the province, thereby doubling their corresponding results of 20% and 18% in 2021.

In addition, although there is room for improvement in Dak Lak's response to public reports, law enforcement agencies in the province have done a good job of successfully handling reported wildlife cases in 2022, as well as ranking as the best-performing province with regard to handling live animal crime reports among those provinces with the highest number of publicly reported crimes in Vietnam. In particular, Dak Lak's overall success rate in 2022 (56.3%) tripled the 2021 rate of 18.2%, while the province's live animal success rate (71.4%) increased by about 66% compared to 2021's (42.9%).

Meanwhile, the two biggest cities in the country – Ho Chi Minh City and Hanoi – achieved generally poor results when it came to successful outcomes and live animal cases.

HO CHI MINH CITY AND HANOI CAPITAL PERFORMANCES IN ADDRESSING WILDLIFE CRIME RANKED AMONG LOWEST

HO CHI MINH CITY

- 83% of all cases reported to authorities in Ho Chi Minh City resulted in failure to yield a successful outcome.
- 82% of all live animal cases reported to Ho Chi Minh City authorities failed to yield a successful seizure, transfer, or fine.

Although Ho Chi Minh City had the highest number of publicly reported crimes (444), accounting for nearly 40% of the cases recorded nationwide in 2022, authorities performed poorly overall, with success rates well below the national average.

Being effective in addressing wildlife crime requires that authorities be consistent and energetic in addressing violations, particularly those reported by the public. Failure to do so undermines efforts to tackle wildlife crime, but also effectively undermines public trust in the relevant agencies that are responsible for carrying out these tasks.

ENV strongly recommends that the Ho Chi Minh City People's Committee dedicate more resources to addressing wildlife crime and set higher expectations for success from functional agencies.

HANOI CITY

Like Ho Chi Minh City, lack of successful outcomes in dealing with publicly reported wildlife crime should be a major concern in our nation's capital. About 70% of all cases reported to authorities resulted in a failed outcome, while 67% of all live animal cases failed to yield a successful seizure or transfer.

While both of Vietnam's two largest cities should be setting an example for the rest of the country to follow, crime statistics show that they lag considerably far behind nearly every other province where performance statistics were evaluated.

Like Ho Chi Minh City, ENV strongly recommends that the Hanoi People's Committee task relevant agencies with increasing their effectiveness in dealing with wildlife crime, and hold agencies that perform poorly accountable for their failures.

ENV is tasked with facilitating public reporting of wildlife crimes. Our objective is to help active law enforcement and functional agencies throughout the country reduce and eliminate wildlife crime, upholding the laws established by the government to protect Vietnam's biodiversity, as well as international treaty obligations. While some functional agencies in Hanoi and Ho Chi Minh City are doing their best to achieve the aims of government, other specific agencies fall substantially short of meeting their obligations, and their poor performance undermines efforts in achieving the collective national interests of protecting wildlife, upholding the law, and building public trust and cooperation in doing so.

NATIONAL STATISTICS

Table 5. National Statistics

*Note: Percentages in **bold** represent figures below the 2022 average for each criterium.*

Province	No. of public reports	Success rate (%)	Live animal success rate (%)	Responsiveness rate (%)
An Giang	7	**14.3%**	**25%**	**85.7%**
Ba Ria Vung Tau	38	44.7%	44.1%	**97.4%**
Bac Giang	12	50%	55.6%	100%
Bac Kan	1	100%	100%	100%
Bac Lieu	4	**25%**	**33.3%**	100%
Bac Ninh	3	33.3%	100%	100%
Ben Tre	6	100%	100%	100%
Binh Dinh	5	80%	100%	100%
Binh Duong	19	**26.3%**	**23.1%**	100%
Binh Phuoc	6	83.3%	100%	100%
Binh Thuan	24	**29.2%**	**25%**	100%
Ca Mau	5	40%	66.7%	**80%**
Can Tho	18	**11.1%**	**6.7%**	100%
Cao Bang	1	**0%**	**0%**	100%
Da Nang	21	61.9%	73.3%	**85.7%**
Dak Lak	32	56.3%	71.4%	**96.9%**
Dak Nong	2	50%	100%	100%
Dien Bien	6	66.7%	66.7%	100%
Dong Nai	37	54.1%	59.4%	100%
Dong Thap	3	66.7%	100%	100%
Gia Lai	30	**20%**	**25%**	100%
Ha Giang	6	100%	100%	100%
Ha Nam	8	62.5%	50%	100%
Ha Tinh	11	**27.3%**	100%	100%
Hai Duong	3	33.3%	**0%**	100%
Hai Phong	7	42.9%	50%	**85.7%**
Hanoi	113	**28.3%**	**32.8%**	**92.9%**
Hau Giang	5	40%	**33.3%**	100%
Ho Chi Minh City	444	**16.9%**	**18.1%**	98.9%

Province	No. of public reports	Success rate (%)	Live animal success rate (%)	Responsiveness rate (%)
Hoa Binh	11	**18.2%**	**22.2%**	100%
Hung Yen	5	40%	50%	100%
Khanh Hoa	13	**30.8%**	**33.3%**	**92.3%**
Kien Giang	14	**21.4%**	**30%**	100%
Kon Tum	19	**10.5%**	**25%**	**84.2%**
Lai Chau	1	**0%**	N/A	100%
Lam Dong	11	54.5%	75%	**90.9%**
Lang Son	7	71.4%	60%	100%
Lao Cai	6	66.7%	100%	100%
Long An	9	55.6%	57.1%	100%
Nam Dinh	5	80%	100%	100%
Nghe An	14	**28.6%**	50%	100%
Ninh Binh	6	50%	50%	100%
Ninh Thuan	3	100%	100%	100%
Phu Tho	4	75%	66.7%	100%
Phu Yen	1	**0%**	N/A	100%
Quang Binh	10	60%	71.4%	100%
Quang Nam	26	84.6%	94.1%	100%
Quang Ngai	7	71.4%	100%	100%
Quang Ninh	9	33.3%	**28.6%**	**88.9%**
Quang Tri	3	33.3%	50%	100%
Soc Trang	3	100%	100%	100%
Son La	5	100%	100%	100%
Tay Ninh	9	44.4%	100%	100%
Thai Binh	9	**11.1%**	**0%**	100%
Thai Nguyen	10	**30%**	40%	100%
Thanh Hoa	25	56%	77.8%	100%
Thua Thien Hue	6	50%	75%	100%
Tien Giang	8	**12.5%**	**16.7%**	100%
Tra Vinh	1	**0%**	**0%**	100%
Tuyen Quang	1	100%	100%	100%
Vinh Long	5	**20%**	**20%**	100%
Vinh Phuc	7	42.9%	**20%**	100%
Yen Bai	3	66.7%	100%	100%
National average	**1,153**	**32.7%**	**34.8%**	**97.7%**

GENERAL RECOMMENDATIONS

While positive responsiveness rate of more than 97% could be maintained, the levels of success in dealing with all wildlife cases as well as handling live wildlife cases in 2022 pale in comparison, measuring at 32.7% and 34.8% respectively.

Since the start of the CWT Responsiveness and Performance Ranking System, ENV has seen a steady improvement in law enforcement responses to publicly reported wildlife crimes, standing firm at around 97% since 2021. While responsiveness is important, success rates in handling publicly reported wildlife crimes is of equal value to overall efforts to tackle wildlife crime in Vietnam. Demonstrating success also reassures the public that their contribution is valued and promotes a partnership between authorities and citizens alike in a common effort to address wildlife crime.

ENV urges authorities in all provinces to concentrate more efforts and strive to reach a 60% national success rate for handling publicly reported wildlife crime in 2023. Specifically, ENV hopes to see a more remarkable success rate for publicly reported wildlife cases in Hanoi and Ho Chi Minh City.

In conclusion, ENV would like to thank authorities in provinces with responsiveness rates, overall success rates, and live animal success rates which are above the national averages, especially those with exceptional performances as detailed. Moreover, ENV recognizes the efforts of most functional agencies in this common effort and further emphasizes the need to continue and improve on this positive start, and to ensure the law is applied in a consistent, sustained, and determined fashion, ultimately leading to the eradication of wildlife crime in Vietnam.

EDUCATION FOR NATURE - VIETNAM (ENV)

Education for Nature - Vietnam (ENV) was established in 2000 as Vietnam's first non-governmental organization focused on the conservation of nature and the protection of the environment. ENV combats the illegal wildlife trade and aims to foster greater understanding amongst the Vietnamese public about the need to protect nature and wildlife. ENV employs creative and innovative strategies to influence public attitudes and reduce demand for wildlife trade products. ENV works closely with government partners to strengthen policy and legislation, and directly supports enforcement efforts in the protection of endangered species of regional, national, and global significance.

ENV STRATEGIC PROGRAMS

Since 2007, ENV has focused its activities on three major program areas that comprise ENV's intergrated strategic approach for addressing illegal wildlife trade in Vietnam. These include:

🌿 Working with policy-makers to strengthen legislation, close loopholes in the law, and promote effective application of laws and policy that protect wildlife;

🌿 Strenthening enforcement through direct support and assistance to law enforcement agencies in combatting wildlife crime;

🌿 Reducing consumer demand for wildlife products through investment in a long-term and sustained effort to influence public attitudes and behavior, including mobilizing public participation and action protecting wildlife by reporting wildlife crime.

env
ACTION AGAINST EXTINCTION

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