

**Report to / Rapport au:**

**OTTAWA POLICE SERVICES BOARD  
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

**28 November 2022 / 28 novembre 2022**

**Submitted by / Soumis par:**

**Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa**

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**SUBJECT: PERFORMANCE REPORT: THIRD QUARTER 2022**

**OBJET: RAPPORT SUR LE RENDEMENT : TROISIÈME TRIMESTRE 2022**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board receive this report for information.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport à titre d'information.**

**BACKGROUND**

As per the Calendar of Monitoring Requirements, this report provides the Ottawa Police Services Board (Board) with information on selected operational metrics of police performance. The report expands on Board Policy BC-2 Monitoring Requirements and AI-001 Framework for Business Planning by providing the Board with information on quantitative performance metrics on calls for service every three years.

Established in collaboration with the Citizen's Advisory Committee, the metrics provide insight into evolving demands for service and highlight service improvements, and organizational achievements relative to service standards.

**DISCUSSION**

As part of the organization's commitment to measuring performance, the following metrics are now presented to the Board, including:

- Total demand for police service (including calls and online reports)
- Priority 1 Emergency response calls for service
- Priority 1 Response performance (response time)
- Service time (citizen-initiated, mobile response calls)
- Number of Criminal Code of Canada Offences handled per sworn officer

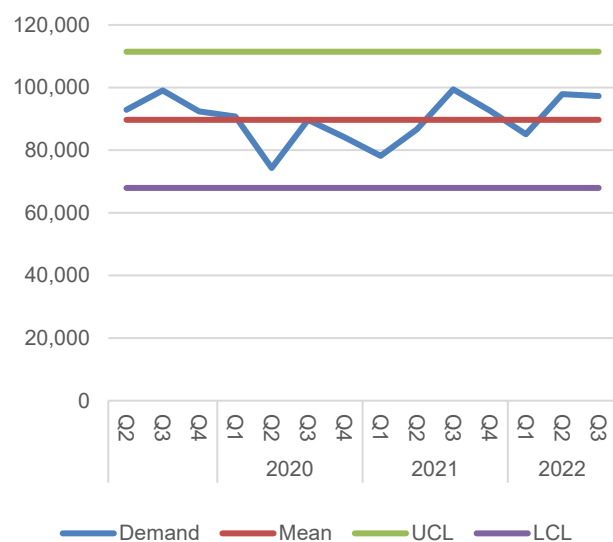
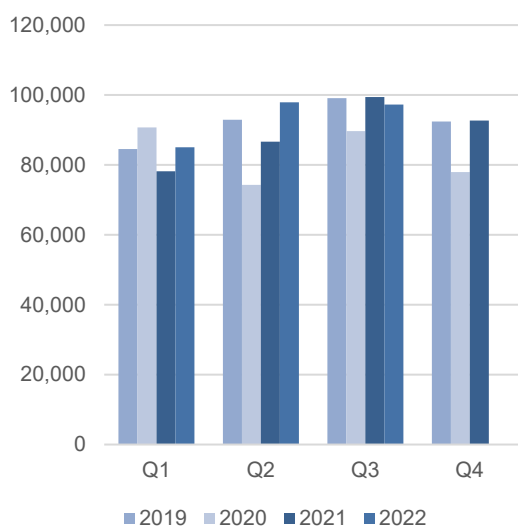
In order to help understand variation in the results presented below, bar graphs and control charts have been included. The bar graphs illustrate the actual change over time, whereas the control charts depict levels of variation. Data in the control charts are plotted in a time series with a central line added as a visual reference for detecting shifts or trends. Limits (UCL/LCL) are calculated from the data.

This Quarterly Performance Report covers the reporting period between July 1 and September 30, 2022. This report compares Q3 data with the same period last year.

### Total Demand for Service – Calls & Online Reports

The OPS received an average of 340,000 requests for service annually between 2017-2021. This includes reports that were received online, and calls entered into the computer-aided dispatch (CAD) system.

Total demand for service can be seen to have risen 6 percent when comparing the first three quarters of 2022 with the same time period of 2021. This reflects an increase of approximately 16,000 requests overall, of which nearly 12,000 were calls for service and 4,000 were reports received online.



**Figure 1: Total Demand for Service**

While the general trend in 2022 has been an increase in demand, in the third quarter, there was a 2 percent decrease compared to the same period the year before (97,265 calls in Q3 2022 vs. 99,431 calls in Q3 2021).

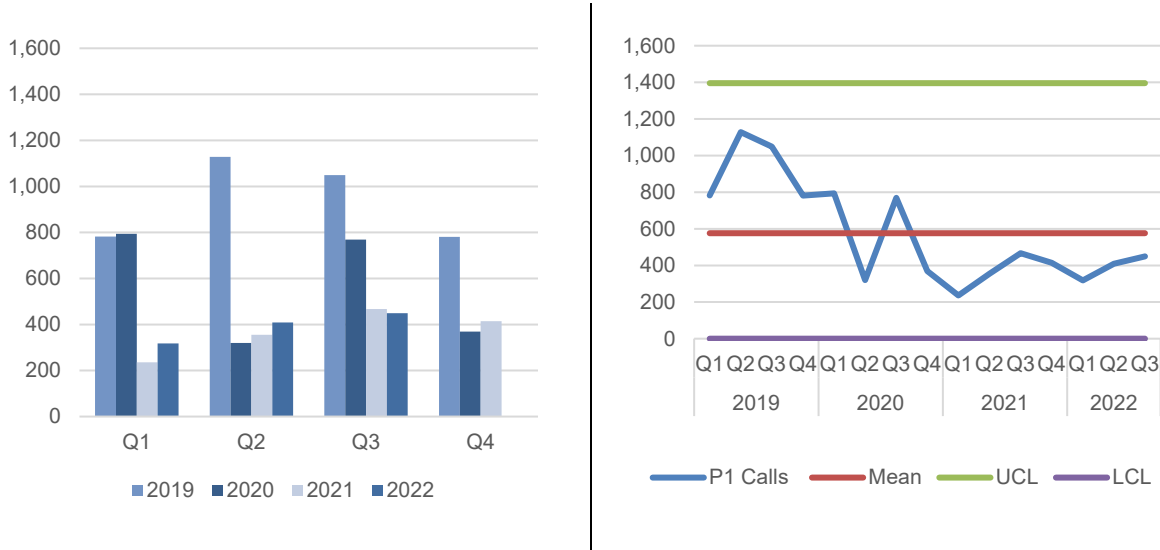
Of the demands for service in Q3, just over 90,000 were received through the OPS computer-aided dispatch system (CAD). Another 7,000 were received through online reporting. Calls types relating to unwanted persons, paramedic assistance, collisions, and stolen vehicles were on the rise this quarter.

While CAD calls declined in Q3, requests for service received through online reporting increased significantly. There was a 12 percent increase in online reporting compared to the previous quarter, and a 14 percent increase in the number of online reporting in comparison to the five-year average. A significant portion of this increase online is attributed to a rising number of reported thefts under \$5,000 (such as shoplifting), thefts of gas (drive offs), and bicycle thefts.

**Emergency Calls for Service (Priority 1)**

The Ottawa Police Service (OPS) Call Response Protocol reflects the need to respond to citizens’ calls for assistance in a manner that reflects the seriousness of the incident, while weighing the interests of the safety of police officers and the public-at-large. The circumstances surrounding the incident determine the priority level assigned.

Calls classified as Priority 1 (P1) include all events involving a known imminent danger to life; actual or potential danger for bodily injury or death; imminent crimes or crimes in progress. Priority 1 calls include the known use of weapons or apparent life-threatening injuries, and all calls from police officers requiring assistance.



## **Figure 2: Priority 1 (P1) Calls for Service**

Over the past two years, the number of calls has been heavily influenced by the suspension and reinstatement of the tiered response agreement between emergency services. This was done to limit the spread of COVID-19 in the community and between first responders. The TRA continues to be reviewed by emergency services agencies to ensure the most appropriate and efficient response to calls.

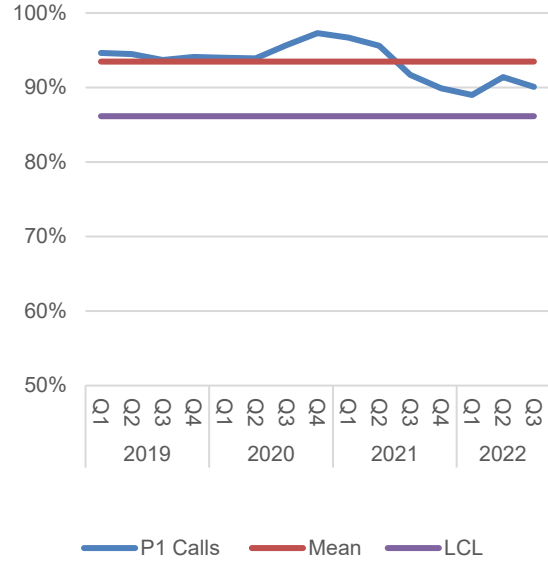
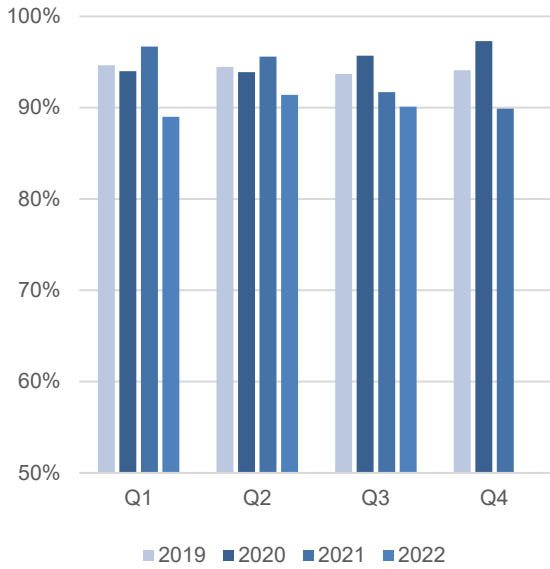
In the third quarter the OPS received approximately 450 P1 calls. Given that P1 calls may involve bodily injury or death, roughly one quarter of these calls were Paramedic Assistance.

### **Priority 1 Response Performance**

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95 percent of the time.

When a call is received by the OPS Communications Centre, operators ask a series of questions to help determine the priority level of the call. This provides officers with information on the urgency of the response required. Once the call has been dispatched, the priority level of the call does not change in the computer-aided dispatch (CAD) system. However, as new information is received during the response, it is relayed to officers enroute through the radio system or messaged on the computer system. This new information will alter the urgency of the response. Instances, where the urgency has been lowered due to decreased risk, will result in response times below the P1 service standard.

In Q3, the OPS achieved the response performance standard of arriving on scene within 15 minutes 90 percent of the time. There were 35 calls where officers arrived on the scene beyond 15 minutes, which is similar to the previous quarter. A review of these calls identified that the plurality (12) were paramedic assistance calls, while others included a response to the Tiered Response Agreement (TRA) between Police, Fire, and Paramedic Services.

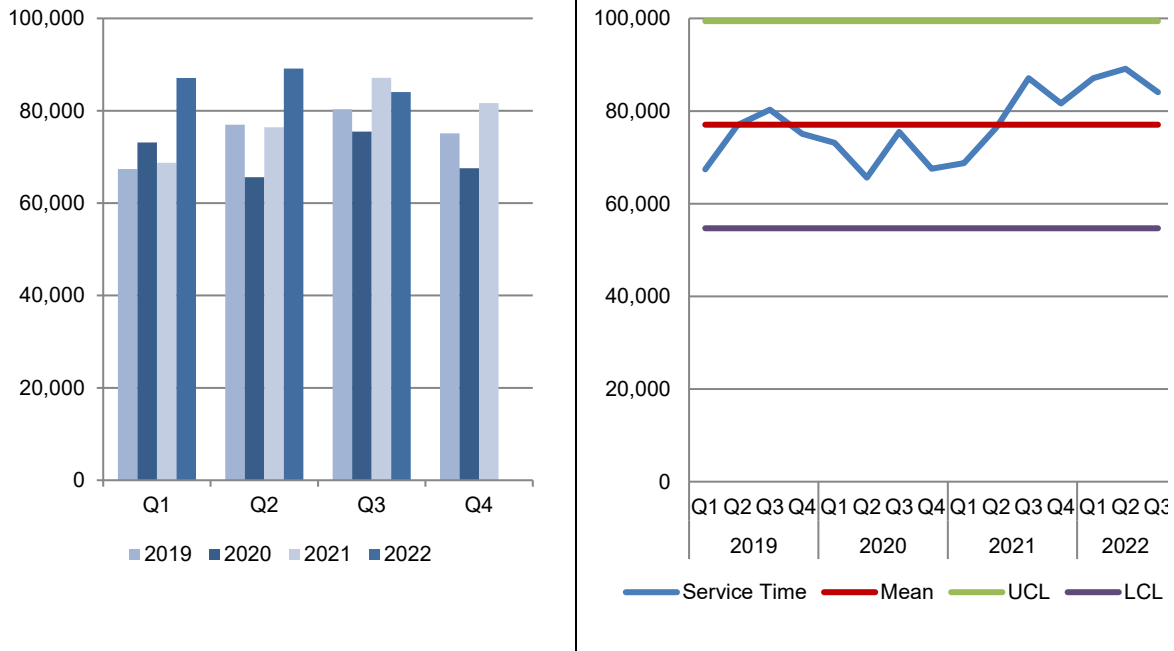


**Figure 3: Priority 1 Response Performance (%)**

**Service Time (Citizen-Initiated, Mobile Response Calls)**

Service Time refers to the cumulative amount of time (in hours) officers spend responding to and dealing with calls for service from the public. Service Time fluctuates seasonally throughout the year, with variations in climate influencing call volume and criminal behaviour.

So far in 2022, Service Time has risen 8 percent to over 260,000 hours. This result is well above the five-year average of 230,000 hours.

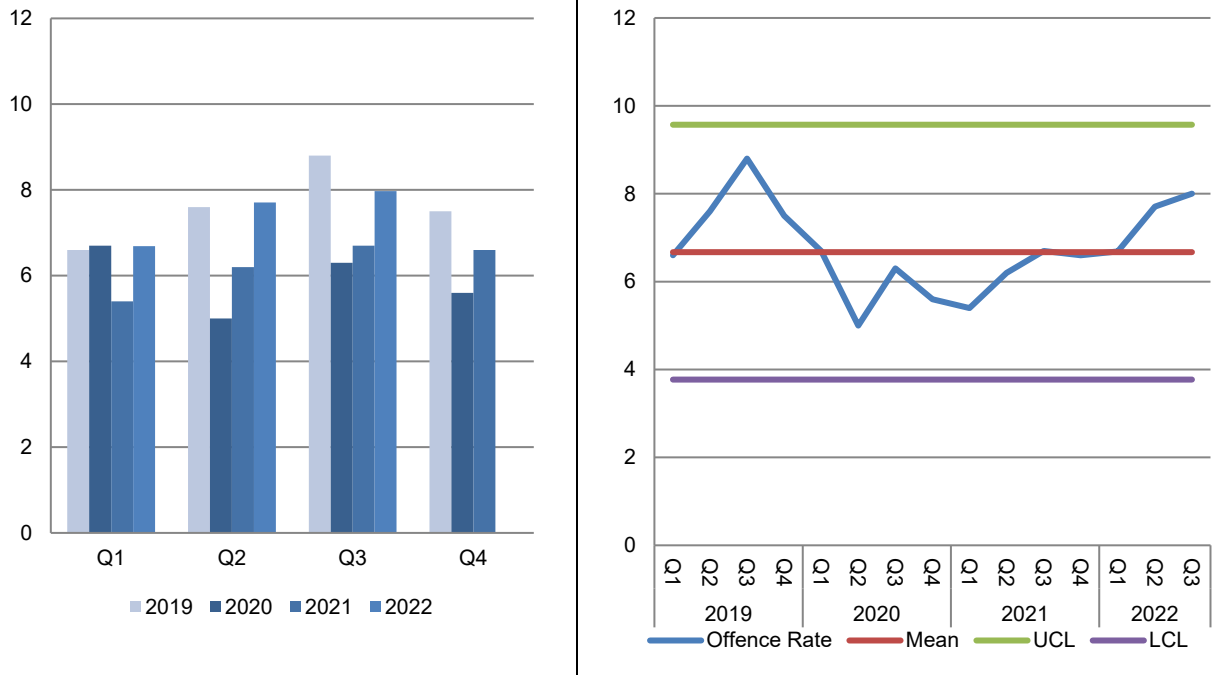


**Figure 4: Service Time (Citizen Initiated, Mobile Response)**

Despite the overall increase year-to-date, Service Time results for the third quarter have fallen by 4 percent or 3,000 hours. There were fewer hours responding to disturbances, mental health, and intoxicated persons calls during this period relative to the previous year.

#### **Number of *Criminal Code* Offences Handled per Police Officer**

The number of reported Criminal Code of Canada (CCC) incidents handled per officer is one measure of workload volume, although it does not capture the entire scope of police operations, including proactive initiatives, assistance to victims of crime, traffic enforcement/Highway Traffic Act violations, and other community and public safety activities.



**Figure 5: Number of Criminal Code Offences per Officer**

In the third quarter, there were eight Criminal Code of Canada offences handled per sworn member. This represents a nearly 20 percent increase from the same period in 2021. Influencing this trend was a 19 percent increase in the number of reported crimes (2,200), which reflects an upward trend since the beginning of 2021. Increased reporting of theft (shoplifting, motor vehicles) has had the greatest impact on this trend.

## CONCLUSION

The results in this report indicate that since the start of last year there has been an overall increase in demand for service. After a decline in demand during months of pandemic-related restrictions, third-quarter results have returned to historical norms.

In concert with other reports submitted to the Board, the results in this report illustrate the growing pressures affecting service delivery, notably staffing. They also reflect the impacts of Ottawa's growing population and the evolution of policing needs in Canada's capital region.

Since 2005, the OPS has been reporting to the Police Services Board quarterly on selected measures of police performance which were identified in collaboration with a Citizen's Advisory Panel. These reports support ongoing discussions aimed at service improvement and transparency of police performance measures. The Board will continue to receive quarterly performance updates as part of the OPS performance monitoring activities. The OPS is also in the process of reviewing relevant performance

measures to ensure they align with our strategic direction and provide value to Service, Board, and Ottawa community.