Report to / Rapport au:

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

27 February 2023 / 27 février 2023

Submitted by / Soumis par:
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SUBJECT: **PERFORMANCE REPORT: FOURTH QUARTER 2022**

OBJET: **RAPPORT SUR LE RENDEMENT : QUATRIÈME 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.

DISCUSSION

The OPS is committed to monitoring and reporting on operational performance. Metrics provide insight into evolving demands for service; highlight opportunities for service improvements; organizational achievements relative to service standards.

Established in collaboration with a Citizen's Advisory Committee, the following metrics are presented to the Board quarterly, including:

- Total demand for police service (calls and online reports)

- Priority 1 Emergency response calls for service

- Priority 1 Response performance (on-scene in 15 min, 95% of the time)

- Service time (citizen-initiated, mobile response calls)

- Number of Criminal Code of Canada (CCC) Offences handled per sworn officer

Bar graphs and control charts help understand the quarterly variation in the results. The time series includes a central line and upper and lower control limits (UCL/LCL) as a visual reference for detecting shifts or trends.
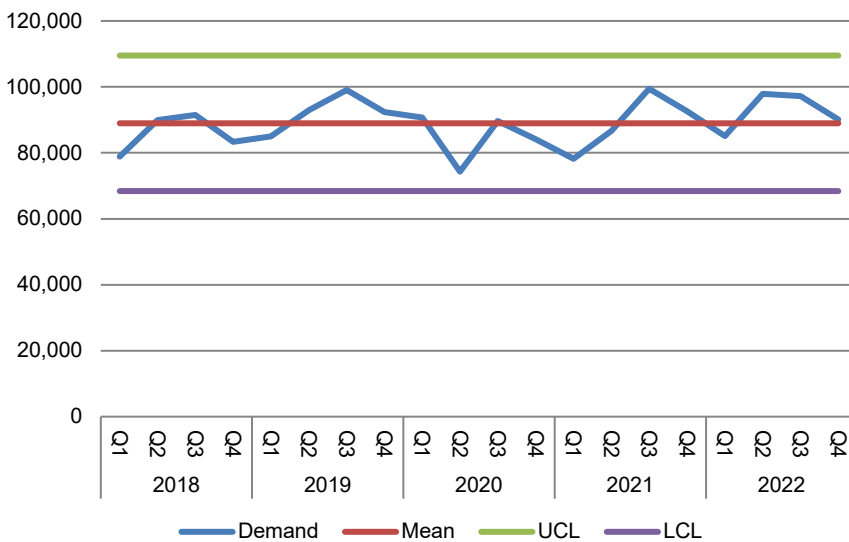
This Quarterly Performance Report covers the reporting period between October 1 and December 31, 2022. This report compares fourth quarter (Q4) data with the same period last year and the five-year average.

Total demand for service – calls and reports received online

In 2022, the OPS received over 370,000 demands for service through both calls for service and online reporting. This result in total demand for service was nearly five percent higher than the five-year average of 354,000. More specifically, in the fourth quarter of 2022, there were just over 90,000 total demands for service, which is three percent higher than the five-year quarterly average of 87,200.

Figure 1 below shows total demand for service over the last five years by quarter. As demonstrated, 2022 started and ended very close to the five-year average.

Figure 1: Total demand for service by quarter, 2018-2022

There were approximately 346,000 calls for service received through the OPS computer-aided dispatch system (CAD) in 2022, which represents 93 percent of total

demand for service. When compared to 2021, calls for service increased by three percent (8,600 calls). This increase was focused in the year's first half, while the latter half saw a decline.

In the fourth quarter of 2022, there was a four percent decrease in calls for service (CAD calls) compared to the same period the year before (84,500 calls in Q4 2022 vs. 87,600 calls in Q4 2021). However, the result remains three percent higher than the five-year quarterly average of 82,200.

While the number of reports received online is relatively small in comparison to the number of calls for service, it has gradually increased over the last five years. In 2022 there were 24,400 online reports, which has risen 26 percent over the five-year average. In contrast, CAD calls only increased by four percent from the five-year average.

Shoplifting accounts for nearly one-third of all reports received online. Other reports frequently received online include traffic complaints (9%) as well as theft from a vehicle (7%) and mischief to property (7%).

Response types

The OPS call response protocol reflects the need to respond to an event that corresponds to the seriousness of the incident while weighing the interests of the safety of police officers and the public.

When the OPS Communications Centre receives a call, operators ask a series of questions to determine the priority level of the call. This process complies with Ontario's Police Adequacy and Effectiveness Standards Regulation LE-002 Communications and Dispatch.

Calls for service determined to be Priority 1 or 2 generally involve imminent danger to life or risk of serious bodily harm. Priorities 3 and 4 reflect threats to persons, property, or evidence. Priority 5 is the classification used for police radio broadcasts, meaning a notification to frontline members for their awareness and possible action. Priorities 6 and 7 include calls directed to the Police Reporting Unit (PRU), Collision Reporting, Information Desk, and Property Room (see Appendix A for call priority criteria).

Priority 3 and 4 calls represent 82 percent of the calls for service. These are calls that require a mobile police response, but not with the urgency of P1 or P2. Examples of 'final call type' classifications frequently seen in P3 and P4 calls are disputes, trespassing, assisting other agencies, and mental health calls.
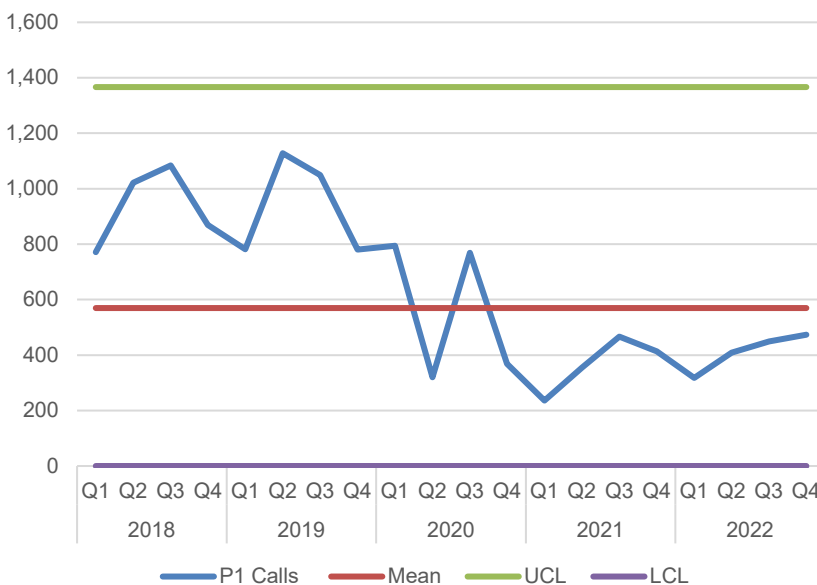
A little more than one-third of calls for service (38 percent) are categorized as 'administrative' in the Communications Centre. The vast majority of these are identified as false 911 calls, such as due to phone systems sending faulty alarm signals.

Emergency Calls for Service (Priority 1)

Calls classified as Priority 1 (P1) include events involving actual or potential danger for bodily injury or death, often with the known use of weapons. P1 calls made up less than one percent of citizen-generated calls for service in 2022. In the fourth quarter of 2022, the OPS received approximately 470 P1 calls, slightly higher than the previous quarter. Roughly half of these calls were assisting other emergency services, including paramedics.

Figure 2 shows the variation in the number of P1 calls over the last five years. As can be seen, the number of P1 calls decreased during the pandemic. While P1 calls are gradually increasing, they remained below pre-pandemic levels in 2022. This is due in part to the suspension and reinstatement of the tiered response agreement (TRA) between emergency services done to limit the spread of COVID-19 in the community and between first responders. The TRA has been reviewed and is now reactivated.

Figure 2: Priority 1 (P1) calls for service by quarter, 2018-2022
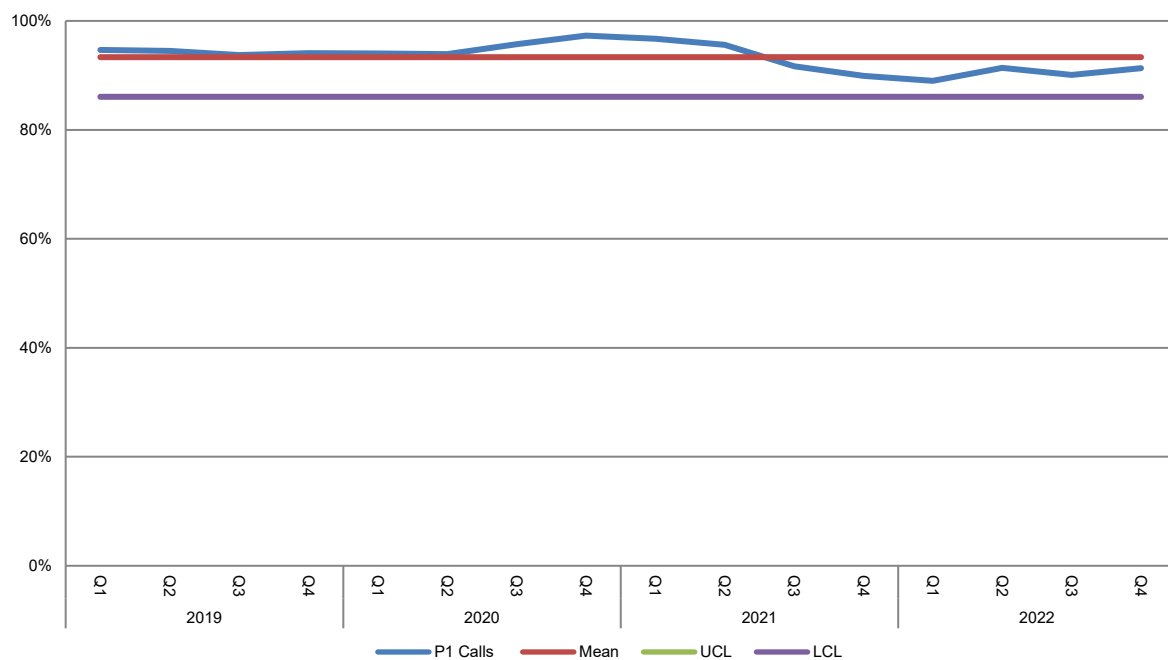

Priority 1 (P1) response performance

In accordance with the organization's call response protocol, the OPS aims to respond to P1 calls for service within 15 minutes, 95 percent of the time. Once a call is dispatched, the priority level of the call does not change in the computer-aided dispatch

(CAD) system. Information received during a response is relayed to officers enroute through the radio or messaged on the computer system. This new information can 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 Q4 2022, the OPS achieved the response performance standard of arriving on scene within 15 minutes 91 percent of the time. Of the calls classified as P1 where an officer arrived on scene, officers took more than 15 minutes to respond to 35 calls. While this is the same number of calls compared to the previous quarter, proportionately the response rate improved slightly (from 90% to 91%).
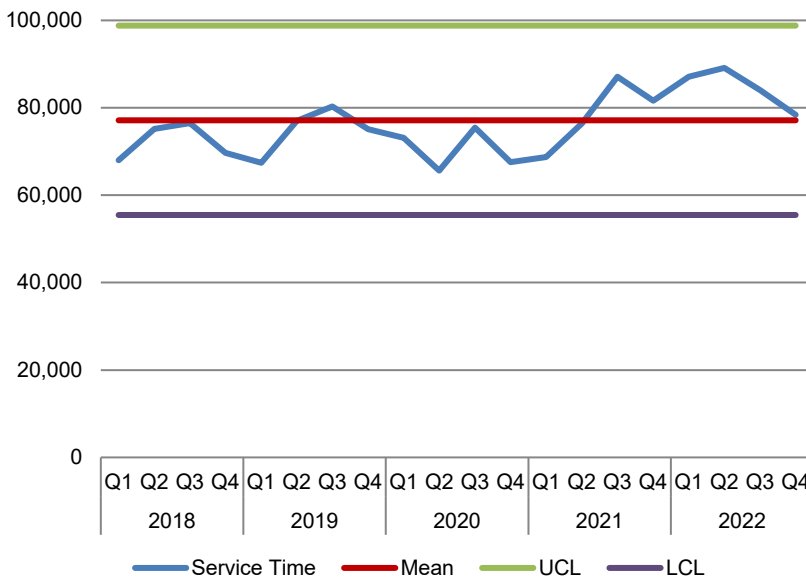
Figure 3: P1 Response type by quarter, 2018-2019

Service time (citizen initiated, mobile response)

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 for citizen-initiated dispatched calls has gradually risen over the last five years. The cumulative time in 2022 was around 339,000 hours, 11 percent higher than the five-year average of 305,000 hours.

Despite the overall increase over five years, service time results for the fourth quarter have fallen by 5,600 hours, or seven percent, compared to the previous quarter (see Figure 4).

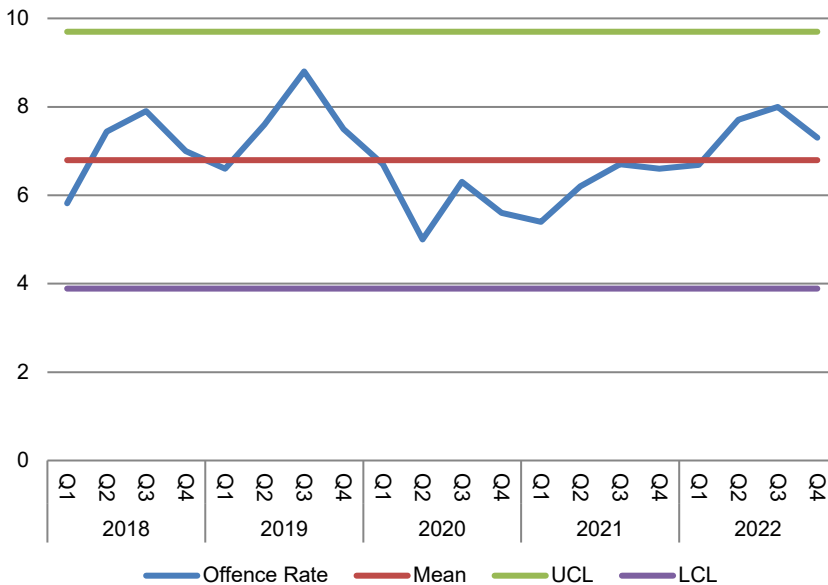**Figure 4: Service time (citizen initiated, mobile response) by quarter, 2018-2022**

Types of calls for service to which most hours were invested in Q4 include paramedic assistance, disturbance, mental health-related indents, and intimate partner disputes.

Number of Criminal Code Offences Handled per Police Officer

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

In 2022, the volume of crime in Ottawa increased by 19 percent compared to 2021. There were over 43,000 CCC offences. Crimes against property comprised two-thirds of these offences (68 percent), with just over half of these (51%) thefts of $5,000 or under. Crimes against the person comprised 18 percent of total CCC offences in 2022, with assaults comprising 51 percent of this total.

Figure 5:Number of Criminal Code offences per officer by quarter, 2018-2022

In the fourth quarter, an average of seven CCC offences were handled per sworn member (see Figure 5). This represents a 10 percent increase from the same period in 2021. This change has been driven by a rise in offences, while the number of sworn members has remained relatively constant.

SUPPORTING DOCUMENTATION

Document 1: Appendix A: Call priority criteria

CONCLUSION

The results in this report indicate that overall demand for service has gradually increased over the past five years, even though there was a decrease in the last quarter of 2022. In concert with other reports submitted to the Board, these results illustrate the growing pressures affecting service delivery. They also reflect the impacts of Ottawa's growing population and the evolution of policing needs in Canada's capital region.

New to this quarterly report is additional information on the categorization of calls for service by priority level. Data on call categorization indicate that most of the calls for service are not events involving immediate risk to life or threat of serious injury. Further analysis is needed to examine the nature of these incidents and how Priority 3 and 4 calls are resolved.

Since 2005, the OPS has been reporting to the 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 reviewing relevant performance measures to ensure they align with our strategic direction and provide value to Service, Board, and the Ottawa community.

SUPPORTING DOCUMENTS

Appendix A: Call priority criteria

Priority	Criteria
1	All events involving a known imminent danger to life.
2	All events that require a rapid police response where there is potential for serious bodily harm to occur.
3	Incidents in which there is a reasonable belief that an extended delay in response may place persons, property, or evidence at risk.
4	All other incidents that require a mobile response.
5	This priority is used only for radio broadcast.
6	Alternate Response (Police Reporting Unit, Info Desk, Collision Reporting).
7	Property room queue