

**Report to / Rapport au:**

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

**29 May 2023 / 29 mai 2023**

**Submitted by / Soumis par:**

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**SUBJECT: PERFORMANCE REPORT: FIRST QUARTER 2023**

**OBJET: RAPPORT SUR LE RENDEMENT : PREMIÈRE TRIMESTRE 2023**

**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 providing the Board with quantitative performance metrics on calls for service every three years.

**DISCUSSION**

The Ottawa Police Service (OPS) is committed to monitoring and reporting on operational performance. Metrics provide insight into evolving service demands and highlight service improvement opportunities and organizational achievements relative to service standards. The following metrics have been developed in consideration of

guidance from the Citizen's Advisory Committee. The following metrics are presented to the Board quarterly, including:

- Total demand for police service (calls for service and online reports)
- Emergency response calls for service, by priorities
- 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 Police Officer

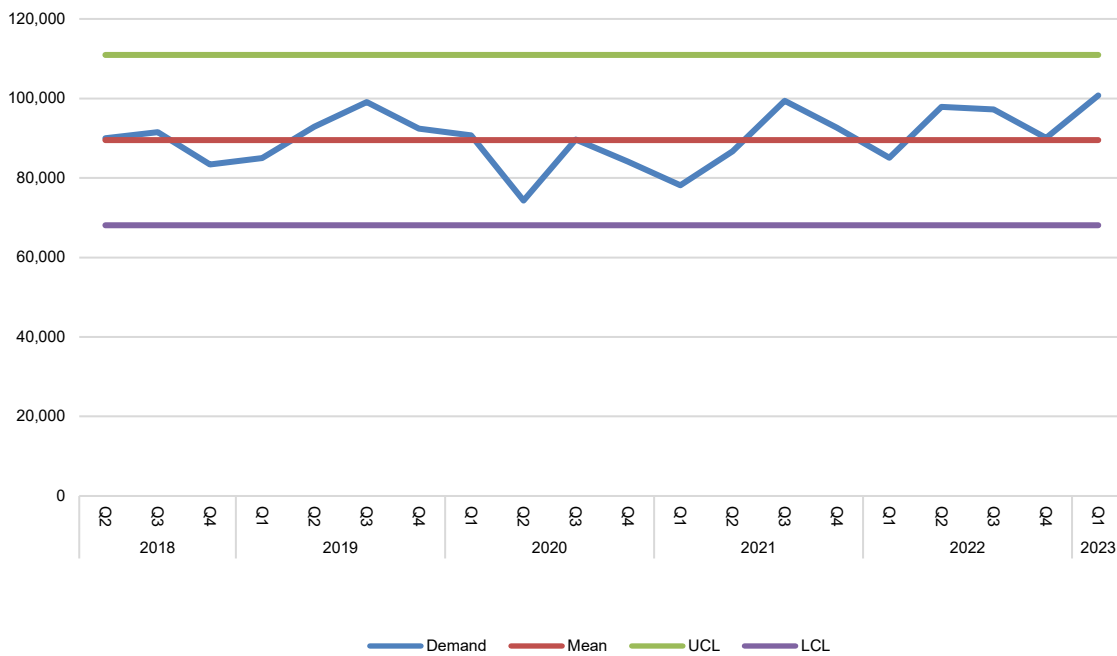
Control charts help understand the quarterly variation in the results. The time series includes a central line and upper and lower control limits (UCL/LCL) as a visual reference for detecting shifts or trends.

This Quarterly Performance Report covers the reporting period between January 1 and March 31, 2023. This report compares the first quarter (Q1) data with the same period last year and the five-year average.

**Total demand for service – calls and reports received online**

In the first quarter of 2023, the OPS received over 100,750 demands for service through both calls for service and online reporting. This resulted in the total demand for service being nearly 14 percent higher than the five-year average of 87,850.

Figure 1 below shows the total demand for service over the last five years by quarter.



**Figure 1: Total demand for service by quarter, 2018-2023**

Approximately 95,200 calls for service were received through the OPS computer-aided dispatch system (CAD) in 2023 Q1. The volume of calls received through CAD was the highest first-quarter result in over a decade. This result is driven by calls initially coded as Emergency 911 Activation Assessment and final as False 911 – No Emergency Identified. The OPS Communications Centre is seeing an increase in the number of 911 calls where the caller has hung up. This is being analyzed to determine the cause. This includes ensuring the reported data is consistent, as a new phone system was implemented in 2021.

In the first quarter of 2023, there were 5,500 online reports. This result is 12 percent higher than the five-year average. Shoplifting accounts for over 40 percent of all reports received online. In the first quarter, there was an increase of almost 70 percent compared to 2022. Other reports frequently received online include traffic complaints (7%) as well as theft from a vehicle (5%) and theft under \$5,000 (4%).

**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.

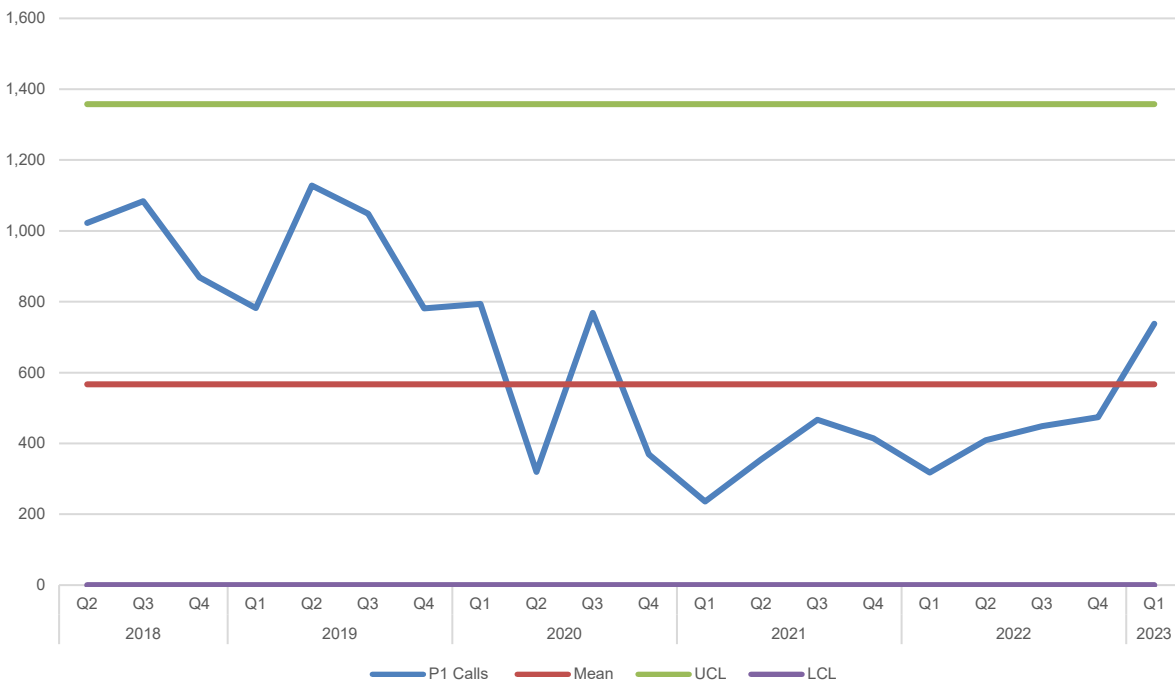
Calls for service determined to be Priority 1 or 2 generally involve imminent danger to life or risk of serious bodily harm. In Q1 2023, 9 percent of the calls for service were Priorities 1 or 2. Priorities 3 and 4 reflect threats to persons, property, or evidence. These categories made up most calls for service (83%).

The other Priorities (5, 6, and 7) are used for police radio broadcasts and calls directed to the Police Reporting Unit (PRU), Collision Reporting, Information Desk, and Property Room. These Priorities made up the remaining 8 percent of calls in Q1 2023.

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

Calls classified as Priority 1 (P1) include events involving actual or imminent danger of bodily injury or death, often with the known presence of weapons. In the first quarter of 2023, the OPS received approximately 780 P1 calls. Almost half (48%) of P1 calls were assisting other emergency services, including paramedics.

Figure 2 shows the variation in P1 calls over the last five years. As can be seen, the number of P1 calls decreased during the pandemic when the tiered response agreement (TRA) between emergency services was suspended to limit the transmission of COVID-19. That resulted in a significant decrease in OPS officers dispatched to assist another emergency service in top-priority calls. Since the start of 2023, the TRA has been reactivated, which explains the current trend.



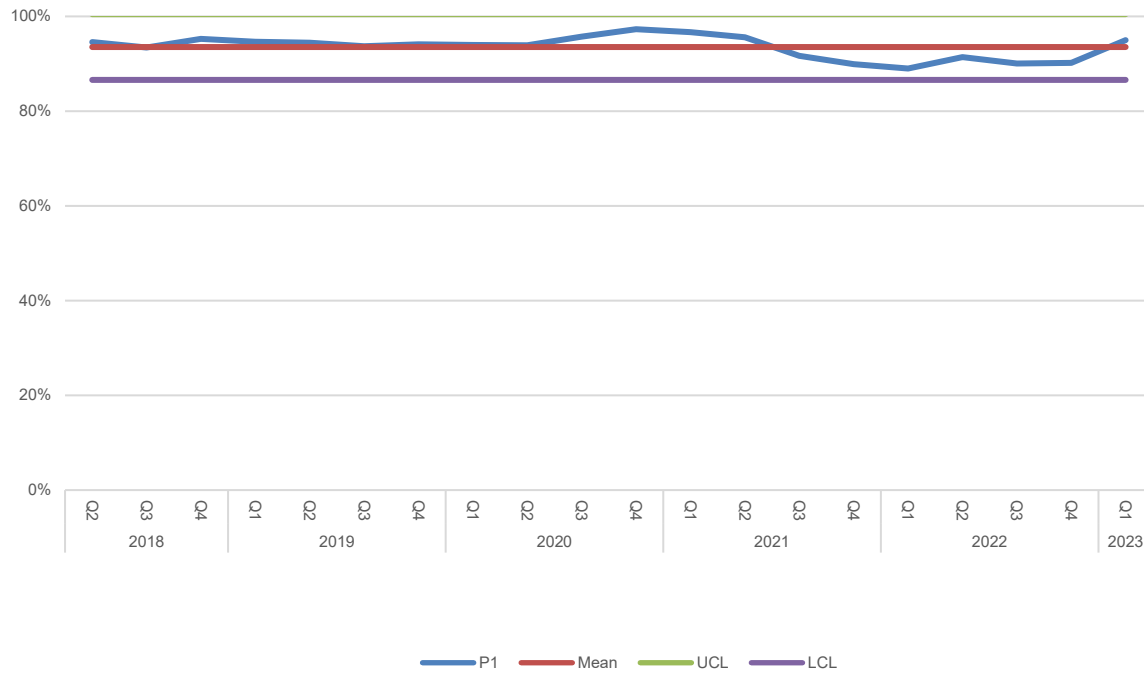
**Figure 2: Priority 1 (P1) calls for service by quarter, 2018-2023**

### 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 Q1 2023, the OPS achieved this response performance standard – arriving on scene within 15 minutes 95 percent of the time. This is an improvement compared to 2022 Q1, where officers responded within 15 minutes 89 percent of the time. It’s also better than the five-year average of 94 percent. Of the 738 calls classified as P1, officers took over 15 minutes to respond to 37 calls. Of these, 27 were slowed by travel time, five were to

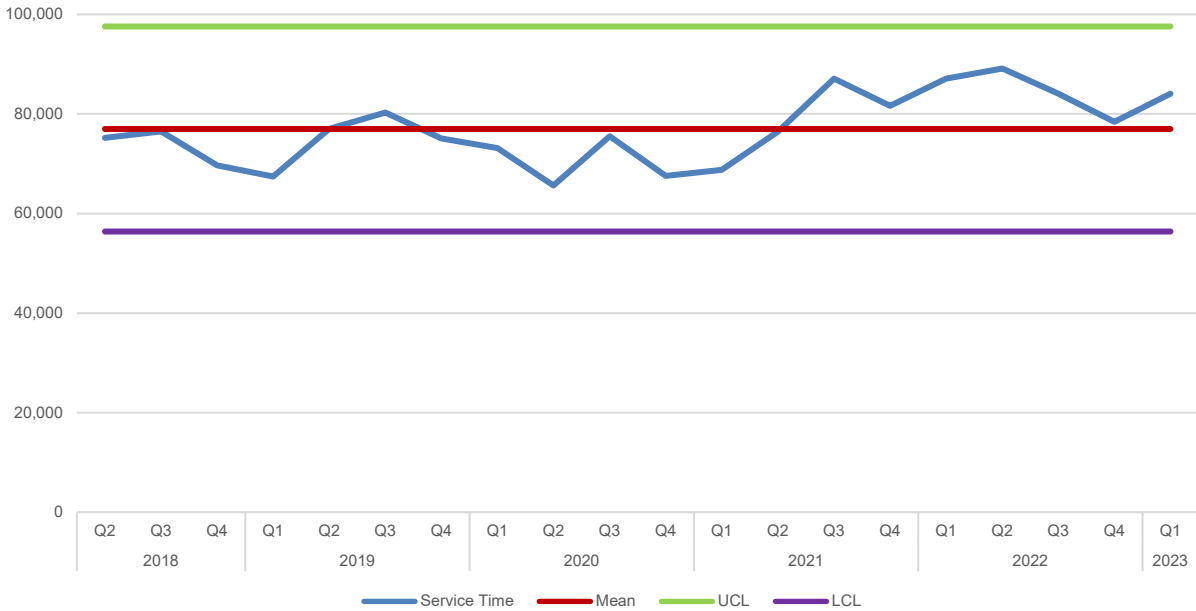
an OPS building for internal alarms, four were delayed due to a lack of available units, and one was delayed due to a wrong address being provided to dispatch.



**Figure 3: P1 Response performance by quarter, 2018-2023**

**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. In the first quarter of 2023, service time was approximately 84,100 hours. Although a slight decline (3%) from the previous year, it is 10 percent higher than the five-year average of 76,100 hours. Figure 4 shows the variation in service time over the last five years.

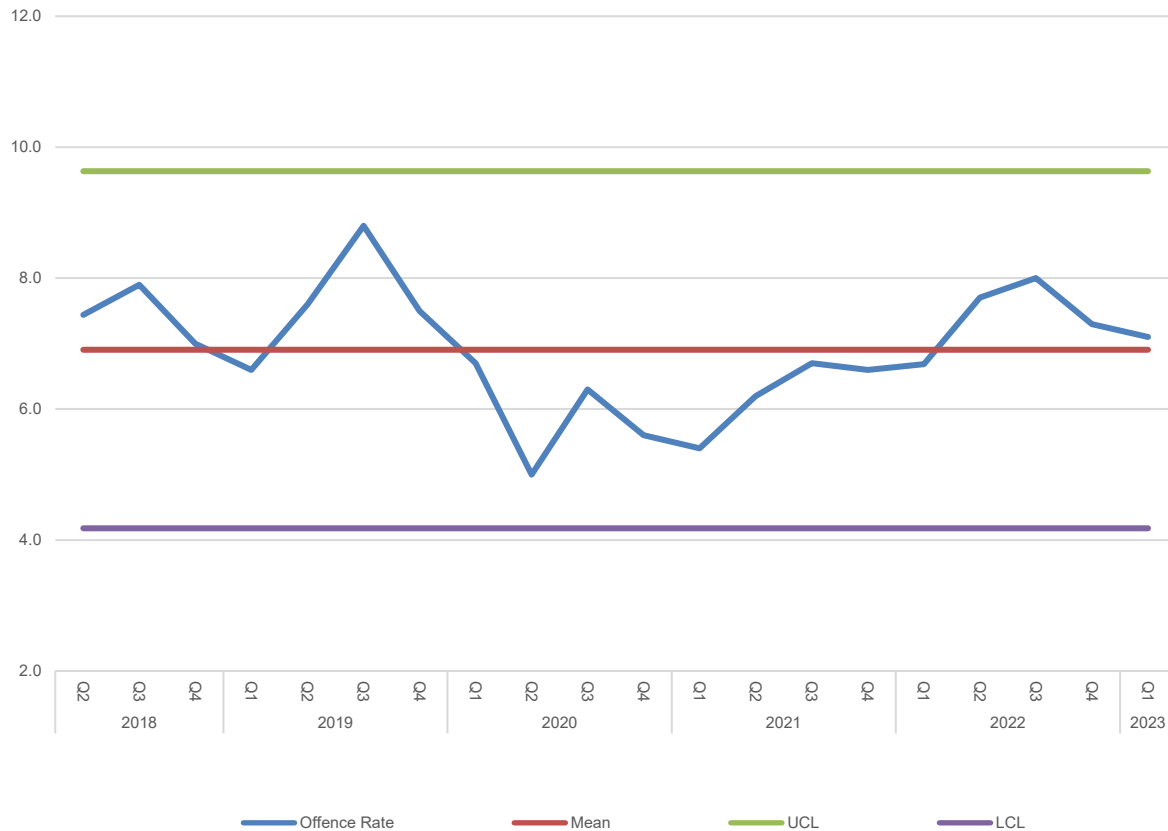


**Figure 4: Service time (citizen-initiated, mobile response) by quarter, 2018-2023**

Initial call types requiring the most effort in Q1 included paramedic assistance, disturbance, and mental health-related incidents.

#### **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 violations, and other community and public safety activities.



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

Figure 5 illustrates that during the first quarter of 2023, each sworn member dealt with an average of seven Criminal Code of Canada offences. This represents a 6 percent increase from the same period in 2022.

The volume of police-reported crime in the first quarter has risen by 7 percent. Following a decline at the onset of the pandemic, the number of offences has been steadily rising. This trend has also outpaced the growth in sworn membership, resulting in more crimes per member.

### SUPPORTING DOCUMENTATION

- Document 1: Appendix A: Call priority criteria

### CONCLUSION

The results in this report indicate that the volume of calls received for service has increased significantly in recent months, showing the highest first-quarter results in over a decade. In concert with other reports submitted to the Board, these results illustrate the growing pressures affecting service delivery. Service time has also risen this

quarter, but it is worth noting that OPS met its target of responding to Priority 1 calls for service within 15 minutes 95 percent of the time.

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. As the Board develops its next strategic plan, these metrics will be reviewed to ensure they are aligned.



**DOCUMENT 1****Appendix A: Call priority criteria**

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