

**Report to / Rapport au:**

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

**23 October 2023 / 23 octobre 2023**

**Submitted by / Soumis par:**

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

**Contact Person / Personne Resource:**

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**SUBJECT: PERFORMANCE REPORT: SECOND QUARTER 2023**

**OBJET: RAPPORT SUR LE RENDEMENT: DEUXIÈME 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**

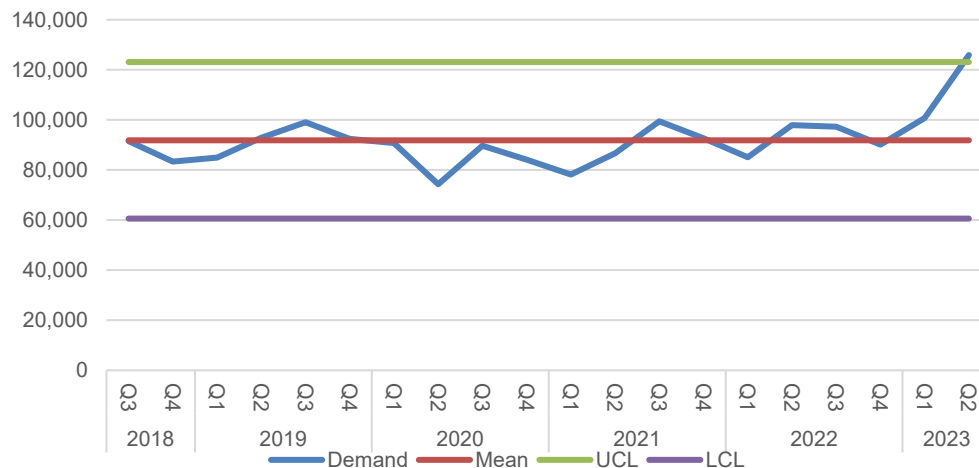
The OPS is committed to monitoring and reporting on operational performance. Metrics provide insight into evolving service demands and highlight service improvement opportunities and organizational achievements relative to service standards. The following metrics, which are presented to the Board quarterly, have been developed in consideration of guidance from the Citizen's Advisory Committee:

- 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 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 April 1 and June 30, 2023. It compares the second quarter (Q2) data with the same period last year and the five-year average.

### Total demand for service – calls and reports received online.

In the second quarter of 2023, the OPS received close to 125,900 demands for service through both calls for service and online reporting. This is the highest level of quarterly demand for service in the last five years and was 32 percent higher than the five-year, second-quarter average of 95,530.



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

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

Approximately 118,700 calls for service were received through the OPS computer-aided dispatch system (CAD) in 2023 Q2. The volume of calls received through CAD is almost one-third higher than the five-year average of 89,693. This result is driven in part by calls initially coded as Emergency 911 Activation Assessment and final as False 911 – No Emergency Identified. More specifically, in 2023 Q2 there were over 53,690 false

911 calls, more than double the number of false 911 calls in 2022 Q2 (26,000 false calls).

In the second quarter of 2023, there were 7,180 online reports. This is a 23 percent increase from the five-year average of 5,830. Shoplifting accounts for over 36 percent of all reports received online. In the second quarter, there was an increase in shoplifting of 50 percent compared to 2022. Other reports frequently received online include traffic complaints (10% of Q2 online reports) as well as mischief to property (6%) and theft from a vehicle (5%).

### **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.

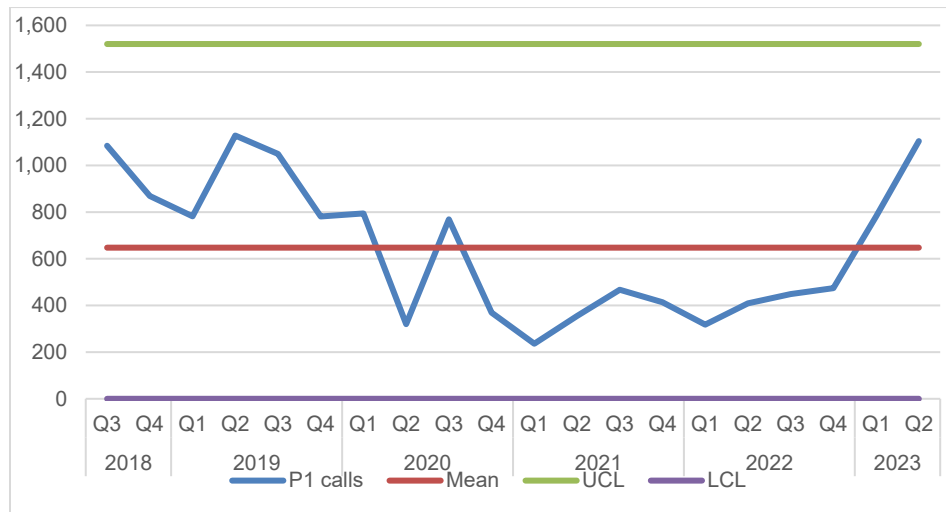
Calls for service determined to be Priority 1 or 2 generally involve imminent danger to life or risk of serious bodily harm. In Q2 2023, 9 percent of the calls for service were Priorities 1 or 2. Priorities 3 and 4 reflect threats to persons, property, or evidence. These categories made up most calls for service (84%).

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 7 percent of calls in Q2 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 second quarter of 2023, the OPS received approximately 1,100 P1 calls, a sharp increase of 48 percent compared to the five-year average 745. Almost three-quarters (71%) 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. As such, significantly fewer OPS officers were dispatched to assist another emergency service in top-priority calls during the pandemic. Since the start of 2023, the TRA has been reactivated, which explains the rise in officer dispatch numbers.

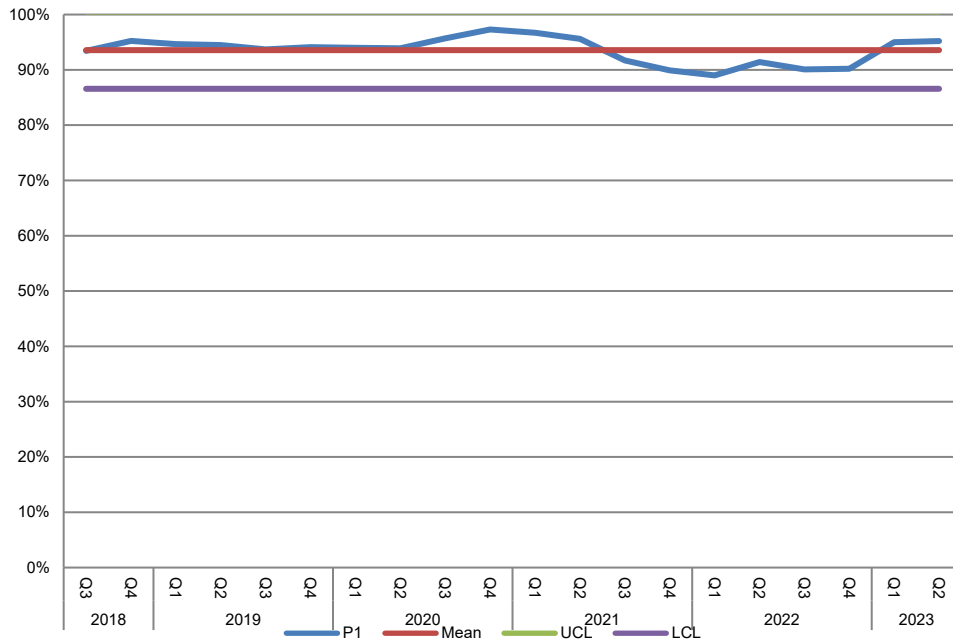


**Figure 2: Priority 1 (P1) calls for service by quarter, 2018-2023**

### 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.

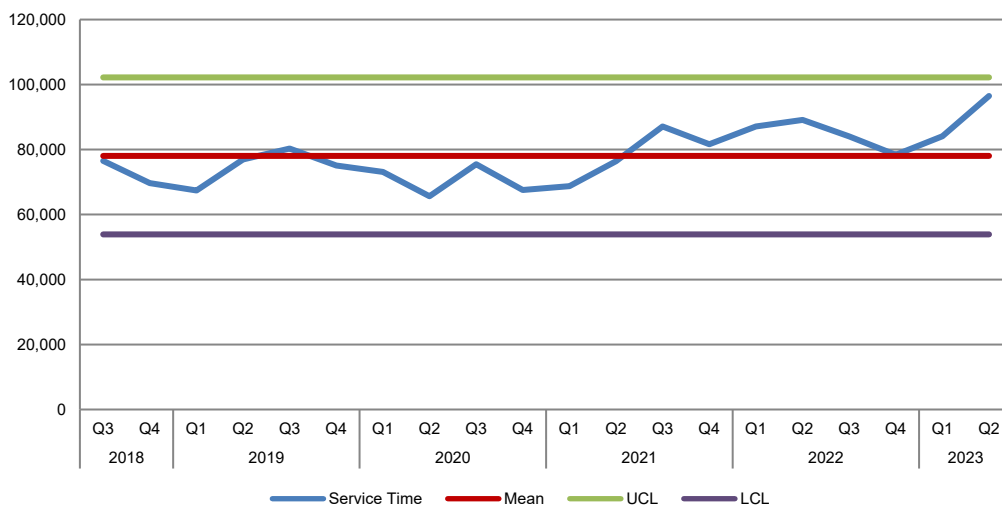
In Q2 2023, the OPS met this response performance standard – arriving on scene within 15 minutes 95 percent of the time. This is an improvement compared to 2022 Q2, where officers responded within 15 minutes 91 percent of the time, and is slightly above the five-year average of 94 percent. Of the 1,100 calls classified as P1, officers took over 15 minutes to respond to 41 calls. Of these, in 27 occurrences the calls were dispatched quickly and the delay appears to be due to travel time; eight calls were dispatched as a matter of protocol because they were alarms at OPS buildings; only in four calls is there an indication that officers were delayed due to resource issues.



**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 second quarter of 2023, service time was approximately 96,500 hours. This is an 8 percent increase from the previous year, and is 19 percent higher than the five-year average of 86,930 hours. Figure 4 shows the variation in service time over the last five years.



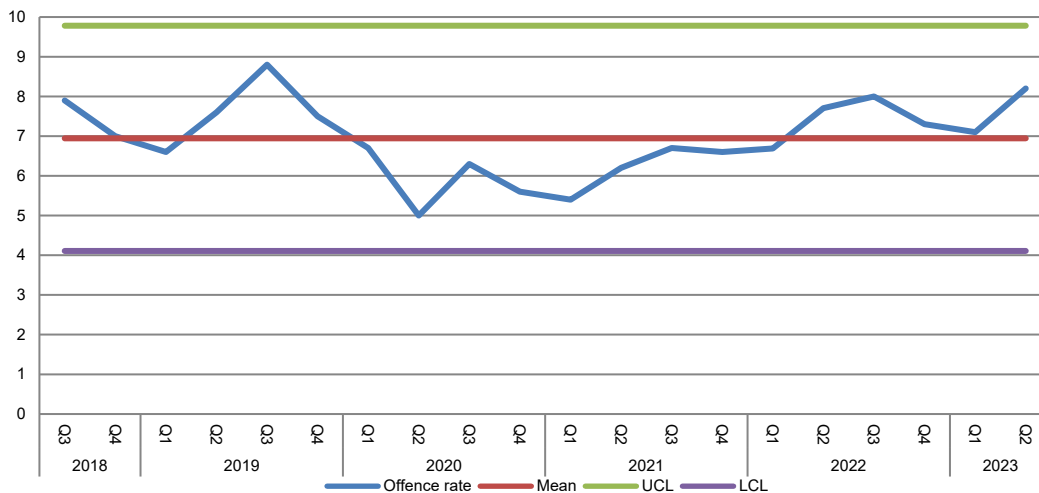
**Figure 4: Service time (citizen-initiated, mobile response) by quarter, 2018-2023**

Initial call types requiring the most effort in Q2 included paramedic assistance, partner disputes, and suspicious indents.

### 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. 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 below illustrates that during the second quarter of 2023, each sworn member dealt with an average of eight Criminal Code of Canada offences, which is a 6 percent increase from the same period in 2022, and a 19 percent increase from the five-year average.



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

Following a decline at the onset of the pandemic, the number of offences handled by police officers has been steadily rising. This trend has outpaced the growth in sworn membership, resulting in more crimes per member.

### CONCLUSION

The results in this report indicate that the volume of calls received for service has increased significantly in recent months, showing the highest level of quarterly demand for service in the last five years. 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 still 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.