

**Report to / Rapport au:**

**OTTAWA POLICE SERVICE BOARD  
LA COMMISSION DE SERVICE DE POLICE D'OTTAWA**

**27 May 2024 / 27 mai 2024**

**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 – FIRST QUARTER 2024**

**OBJET: RAPPORT SUR LE RENDEMENT – PREMIER TRIMESTRE 2024**

**REPORT RECOMMENDATIONS**

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

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de service de police 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 Service 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:

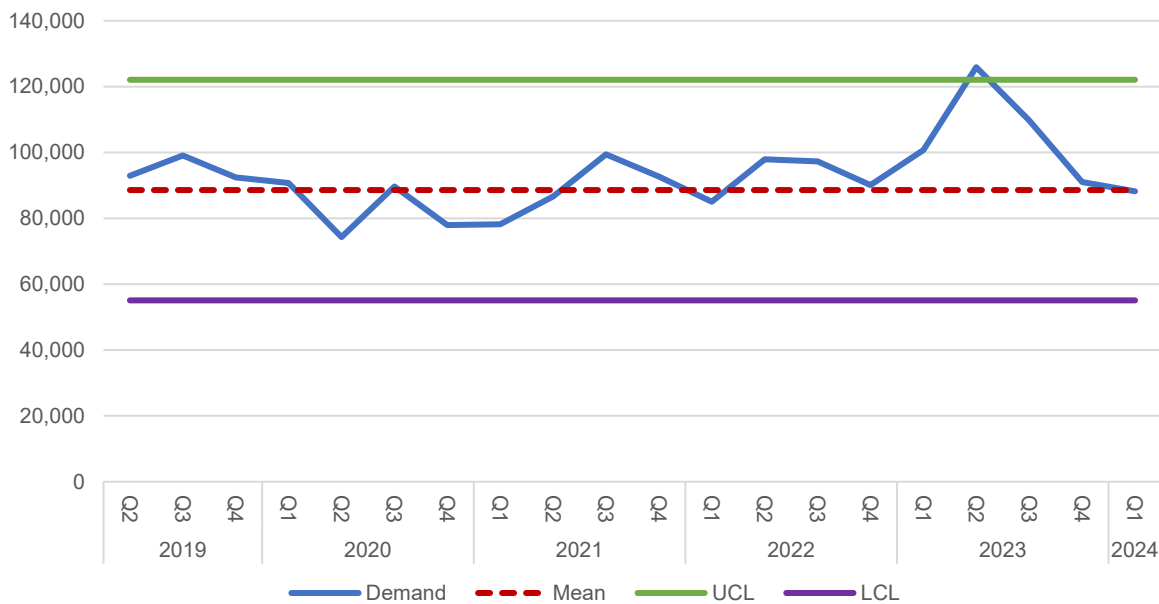
- Total demand for police service (calls for service and online reports)
- Emergency response calls for service, by priorities.
- Priority 1 response performance (on-scene in 15 min, 95% of the time)
- Service time (citizen-initiated, mobile response calls)
- Number of Criminal Code offences handled 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 January 1 and March 31, 2024. It 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 2024, the OPS received close to 88,183 demands for service through both calls for service and online reporting. This is line with the five-year, first-quarter average of 88,582.

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



**Figure 1: Total demand for service by quarter, 2019-2024**

Approximately 81,370 calls for service were received through the OPS computer-aided dispatch system (CAD) in 2024 Q1. The volume of calls received through CAD was 3 percent lower than the five-year, first-quarter average of 83,285. This result was driven in

part by calls initially coded as Emergency 911 Activation Assessment and final as False 911 – No Emergency Identified.

After making coordinated efforts to engage various manufacturers in North America and Europe, the automatic SOS function in Android devices, which had caused abnormally high levels of 911 calls, was fixed. The update to address this issue has started to be pushed during 2023 Q4. More specifically, in 2024 Q1 there was a 42 percent reduction in false 911 calls than in 2023 Q1 (33,864).

In the first quarter of 2024, there were 6,813 online reports. This is a 29 percent increase from the five-year, first-quarter average of 5,297. Shoplifting accounts for over 44 percent of all reports received online. In the first quarter of 2024, there was an increase in shoplifting of 37 percent compared to 2023 Q1. Other reports frequently received online include traffic complaints (8% of Q1 online reports) as well as mischief to property (5%) and theft from vehicle 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.

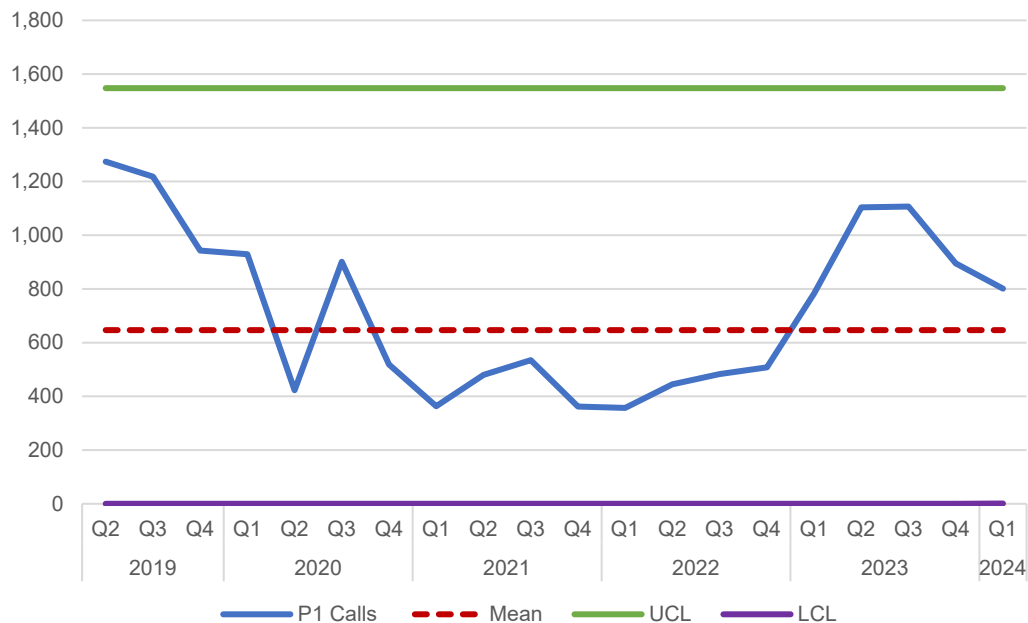
Calls for service determined to be Priority 1 or 2 generally involve imminent danger to life or risk of serious bodily harm. In Q1 2024, 11 percent of the calls for service were Priorities 1 or 2. Priorities 3 and 4 reflect threats to persons, property, or evidence. These categories made up most calls for service (79%).

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 10 percent of calls in Q1 2024.

### **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 2024, the OPS received approximately 801 P1 calls, an increase of 24 percent compared to the five-year, first-quarter average 646. More than three-quarters (79%) 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.



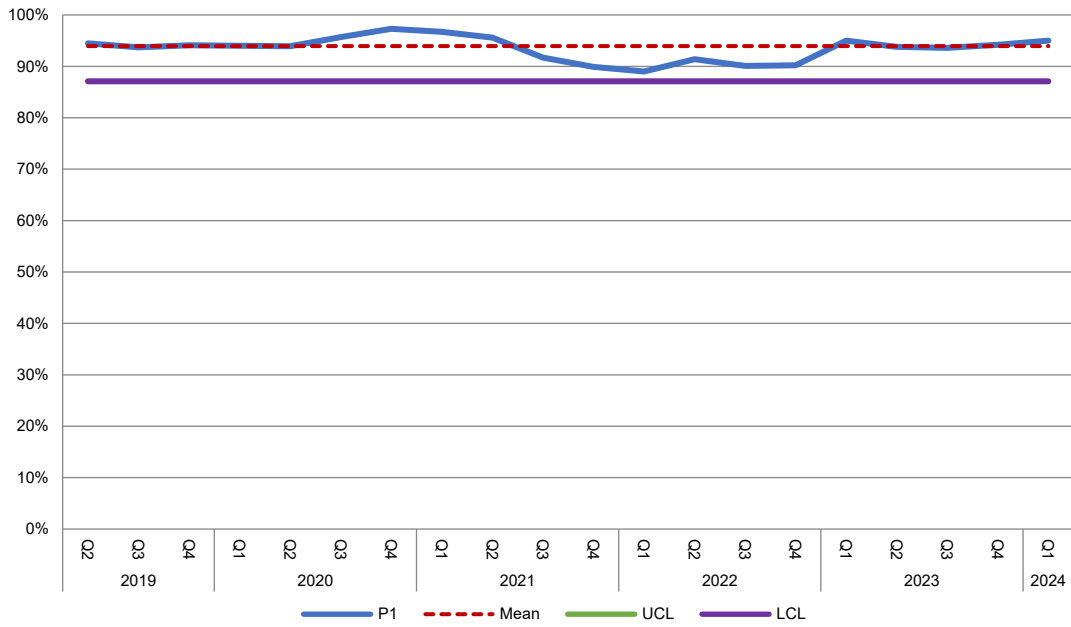
**Figure 2: Priority 1 (P1) calls for service by quarter, 2019-2024**

### 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 2024, the OPS met this response performance standard – arriving on scene within 15 minutes 95 percent of the time. This is in line with 2023 Q1, where officers responded within 15 minutes 95 percent of the time and is slightly above the five-year, first-quarter average of 94 percent. Of the approximately 801 calls classified as P1, officers took over 15 minutes to respond to 34 calls. Of these, in 21 occurrences the calls were dispatched quickly, and the delay appears to be due to travel time; six calls were delayed due to the

call taking process and response; only in two calls is there an indication that officers were delayed due to resource issues.

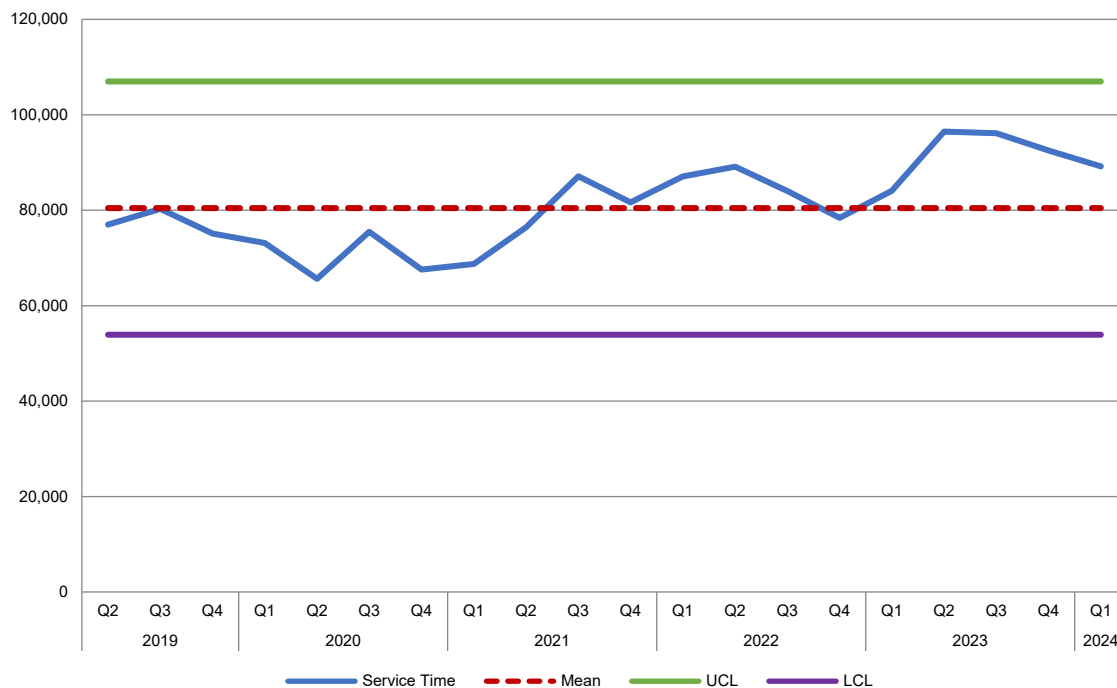


**Figure 3: P1 Response performance by quarter, 2019-2024**

### 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.

Following the overall increase, in the first quarter of 2024, service time was approximately 89,200 hours. This is a 6 percent increase from previous year and is 11 percent higher than the five-year, first-quarter average of 80,448 hours. Figure 4 shows the variation in service time over the last five years.



**Figure 4: Service time (*citizen-initiated, mobile response*) by quarter, 2019-2024**

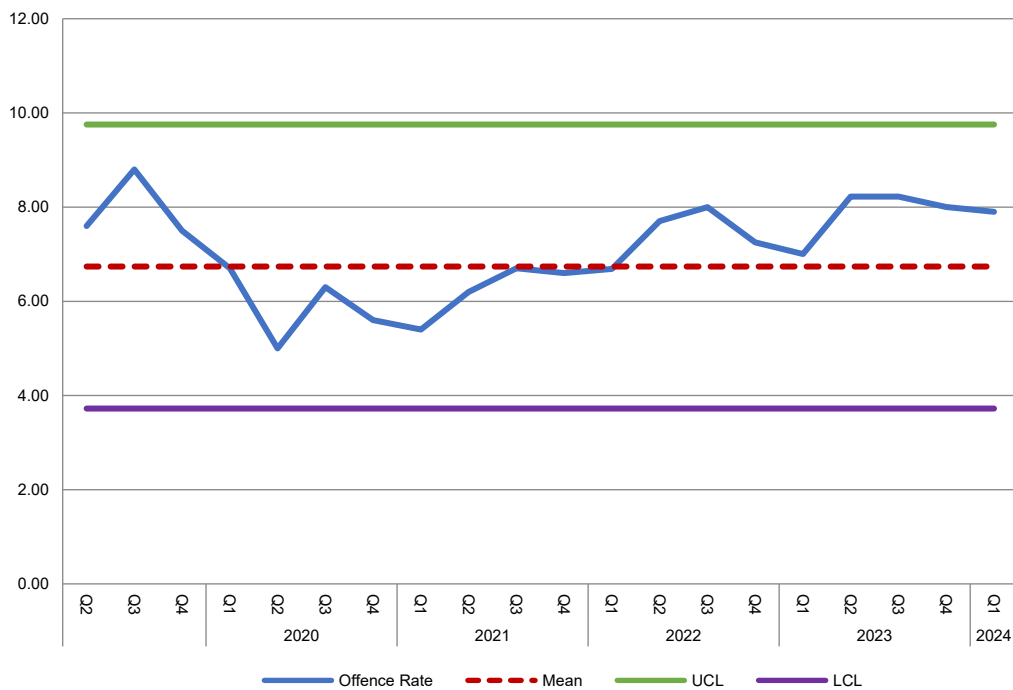
Initial call types requiring the most effort in Q1 included paramedic assistance, mental health, partner disputes, disturbance, suspicious-incident, and accidents.

### 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 first quarter of 2024, each sworn member dealt with an average of eight Criminal Code of Canada offences, which is a 13 percent

increase from the same period in 2023, and a 18 percent increase from the five-year, first-quarter average.



**Figure 5: Number of Criminal Code offences per officer by quarter, 2019-2024**

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 a decline in service call volume in recent months, aligning with the five-year first-quarter average. Despite this, other metrics submitted to the Board highlight the persistent pressures on service delivery.

While service time has been rising, a slight decline was observed in Q1 2024. Notably, OPS has successfully maintained its target of responding to Priority 1 calls within 15 minutes, 95% of the time, demonstrating its commitment to efficient service delivery despite these challenges.

Since 2005, the OPS has been reporting to the Police Service 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.