

Report to / Rapport au:

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

23 September 2024 / 23 septembre 2024

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT – SECOND QUARTER 2024

OBJET: RAPPORT SUR LE RENDEMENT – DEUXIÈME 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 April 1st and June 30th, 2024. 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 2024, the OPS received 98,760 demands for service through both calls for service and online reporting. This is two percent higher than the five-year average of 96,700 for the second quarter.

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

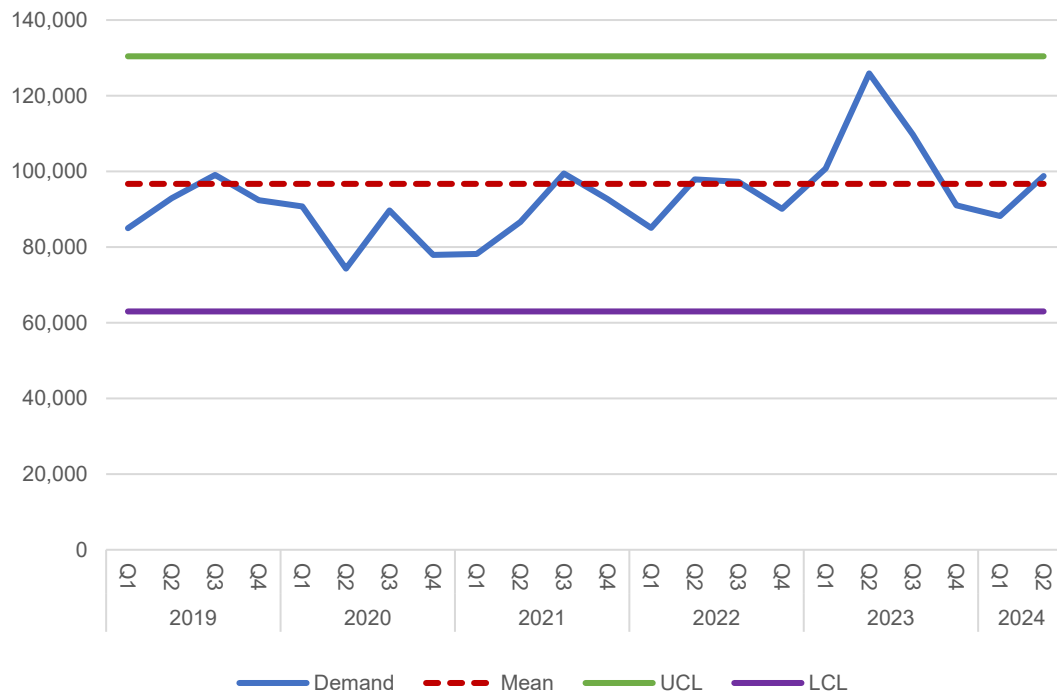


Figure 1: Total demand for service by quarter, 2019-2024

Approximately 90,840 calls for service were received through the OPS computer-aided dispatch system (CAD) in 2024 Q2. The volume of calls received through CAD was in line with the five-year, second-quarter average of 90,490.

This result last year 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 was rolled out during 2023 Q4. As a result, in 2024 Q2 there was a 53 percent reduction in false 911 calls compared to 2023 Q2 (48,450).

In the second quarter of 2024, there were 7,920 online reports. This is a 28 percent increase from the five-year, second-quarter average of 6,210. Shoplifting accounts for over 38 percent of all reports received online. In the second quarter of 2024, there was an increase in shoplifting of 19 percent compared to 2023 Q2. Other reports frequently received online include traffic complaints (11% of Q2 online reports) as well as mischief to property (5%) and theft from 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 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 (78%).

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 11 percent of calls in Q2 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 second quarter of 2024, the OPS received approximately 880 P1 calls. More than three-quarters (82%) 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.

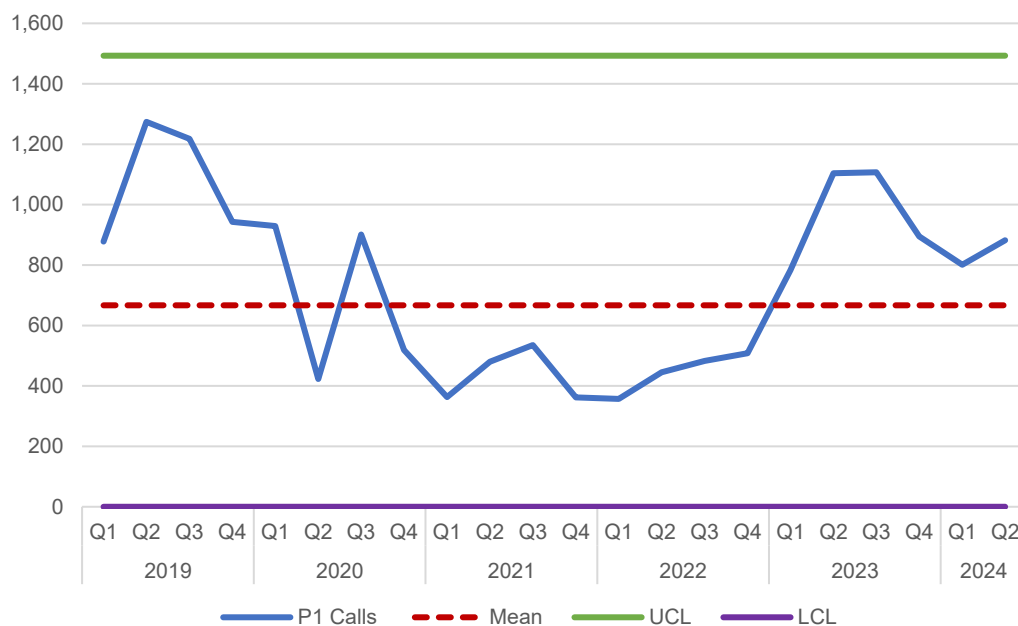


Figure 2: Priority 1 (P1) calls for service by quarter, 2019-2024

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 Q2 2024, the OPS met this response performance standard – arriving on scene within 15 minutes 95 percent of the time. This is an improvement from 2023 Q2, where officers

responded within 15 minutes 94 percent of the time and is slightly above the five-year, second-quarter average of 94 percent. Of the approximately 880 calls classified as P1, officers took over 15 minutes to respond to 36 calls. Of these, in 15 occurrences the calls were dispatched quickly, and the delay appears to be due to travel time; in four calls is there an indication that officers were delayed due to resource issues.

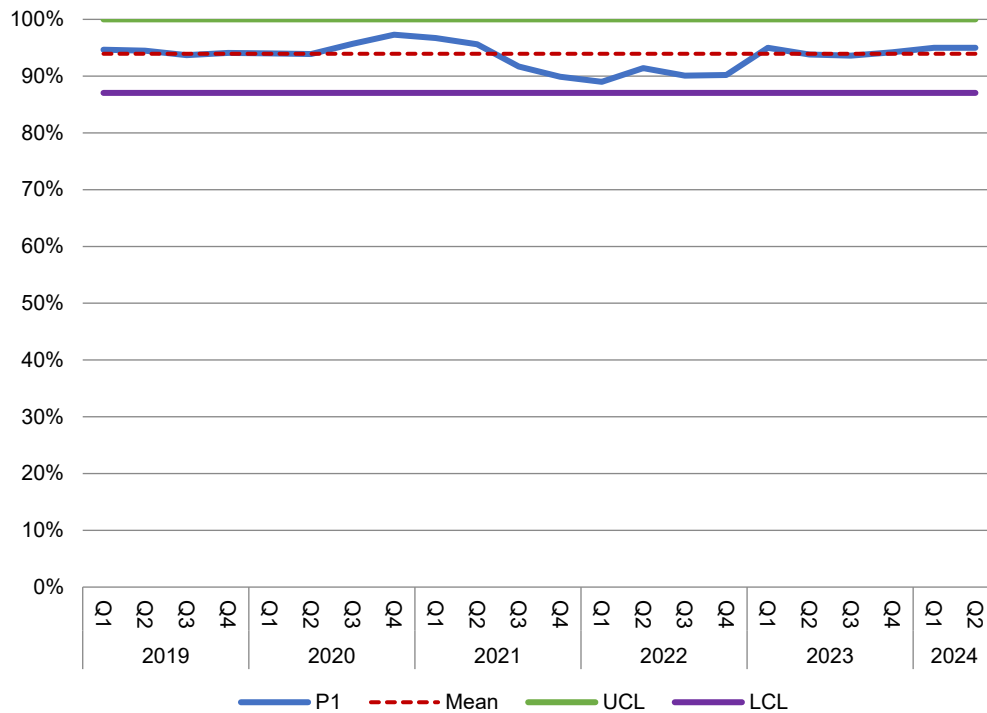


Figure 3: P1 Response performance by quarter, 2019-2024

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.

In the second quarter of 2024, service time was approximately 101,100 hours. This is a 5 percent increase from previous year and above the five-year, second-quarter average of 85,760 hours. Figure 4 shows the variation in service time over the last five years.

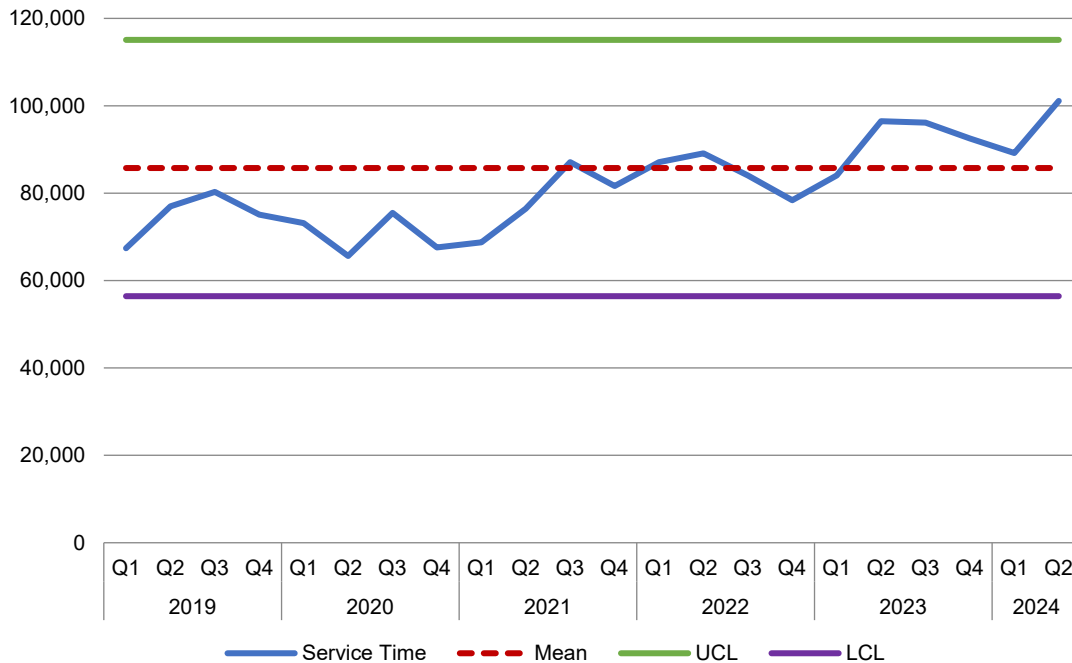


Figure 4: Service time (*citizen-initiated, mobile response*) by quarter, 2019-2024

The OPS has been monitoring an increase in service time since the global pandemic. This may be one indication of a rise in the volume and complexity of service requests. Further analysis is required to better understand these operational pressures combined with other data points.

Initial call types requiring the most effort in Q2 included paramedic assistance, mental health, partner disputes, disturbance, suspicious-incident, administrative 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 second quarter of 2024, each sworn member dealt with an average of 8 Criminal Code of Canada offences, which is in line with the same period in 2023.

However, this represents a 16 percent increase from the five-year, second-quarter average. Since 2020, the level of reported Criminal Code offences has increased by an average of 12% per year, compared to an average yearly increase of only 1% in sworn members.

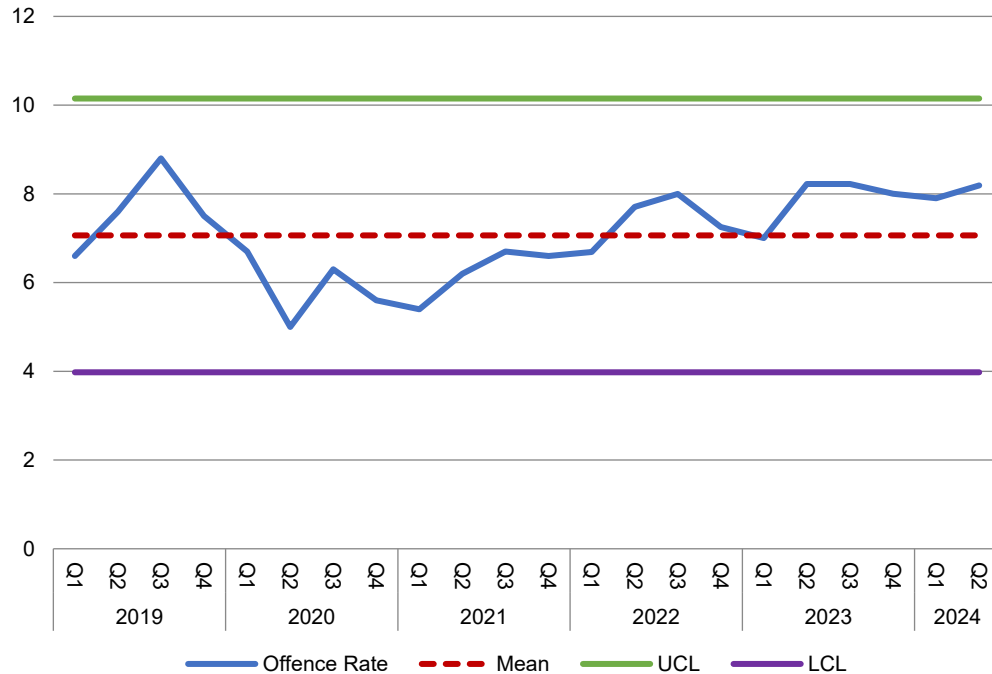


Figure 5: Number of Criminal Code offences per officer by quarter, 2019-2024

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 an increase in call volume, slightly higher than the five-year average for the second-quarter. In addition, other metrics submitted to the Board highlight some of the operational pressures impacting service delivery.

Since the global pandemic, OPS has seen longer service times, reaching a peak levels in Q2 2024. Further analysis is required to better understand the full range of contributing factors creating these conditions.

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 and semi-annual updates on the OPSB Strategic Plan.