

**Report to / Rapport au:**

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

**2 December 2024 / 2 décembre 2024**

**Submitted by / Soumis par:**

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

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**SUBJECT: PERFORMANCE REPORT – THIRD QUARTER 2024**

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

**REPORT RECOMMENDATIONS**

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

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission des service police d'Ottawa reçoit ce rapport pour obtenir des informations.**

**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 Ottawa Police Service (OPS) is committed to monitoring and reporting on its operational performance to ensure continuous improvement and responsiveness to community needs. These metrics, developed in collaboration with a citizen advisory committee that included local businesses, academics, crime prevention experts, and the Police Services Board, provide insights into service demands.

The following metrics are included in this report:

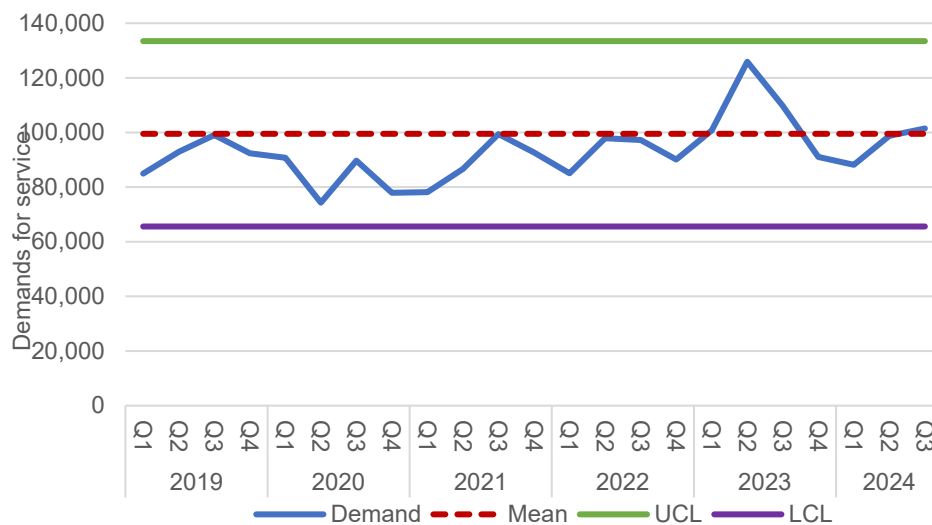
- Total demand for police service (calls for service and online reports)
- Priority 1 emergency calls for service
- Priority 1 response performance (on-scene in 15 minutes, 95% of the time)
- Service time for citizen-initiated, mobile response calls
- Number of Criminal Code offences handled per police officer

The OPS is working to refine these metrics in alignment with the OPSB Strategic Plan to ensure they remain relevant and effective in driving strategic outcomes. In the coming months, metrics will be integrated into the Community Safety Data Portal, allowing the public and Board to easily access and analyze data to foster greater transparency, trust, and community engagement.

This Quarterly Performance Report covers the reporting period between July 1<sup>st</sup> and September 30<sup>th</sup>, 2024. It compares the third quarter (Q3) data with the same period last year and the five-year average. 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.

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

In the third quarter of 2024, the OPS received 101,500 demands for service through both calls for service and online reporting. This is two percent higher than the five-year average of 99,500 for the third quarter. Figure 1 shows the total demand for service over the last five years by quarter.



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

Approximately 93,200 calls for service were received through the OPS computer-aided dispatch system (CAD) in 2024 Q3. The volume of calls received through CAD was in line with the five-year, third-quarter average of 92,800.

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 Q3 there was a 24 percent reduction in false 911 calls compared to 2023 Q3 (34,200).

In the third quarter of 2024, there were 8,300 online reports. This is a 24 percent increase from the five-year, third-quarter average of 6,700. Shoplifting accounts for over 34 percent of all reports received online. In the third quarter of 2024, there was an increase in shoplifting of 12 percent compared to 2023 Q3. Other reports frequently received online include traffic complaints (11% of Q3 online reports) as well as theft from vehicle (6%) and mischief to property (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.

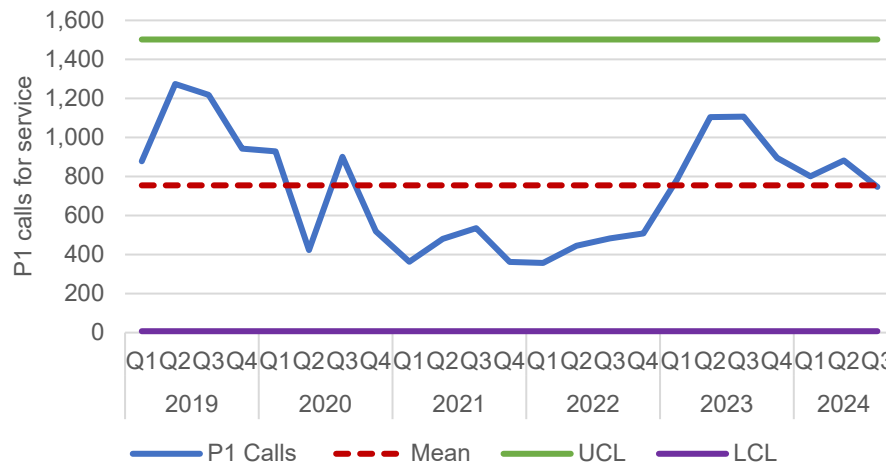
Calls for service determined to be Priority 1 or 2 generally involve imminent danger to life or risk of serious bodily harm. In Q3 2024, 11 percent of the calls for service were Priorities 1 or 2. Priorities 3 and 4 reflect threats to persons, property, or evidence. These categories made up most calls 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 Q3 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 third quarter of 2024, the OPS received approximately 750 P1 calls. More than three-quarters (77%) 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, 2019-2024**

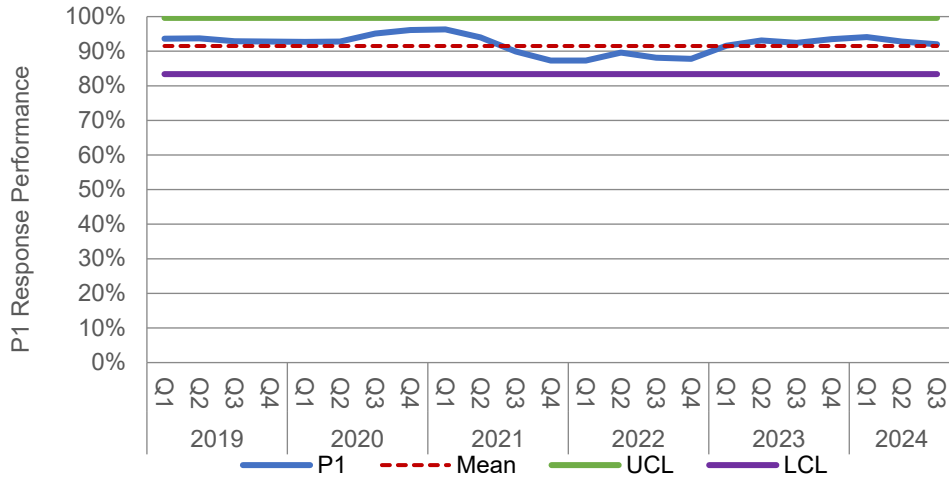
### Priority 1 (P1) response performance

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 Q3 2024, the methodology for assessing compliance with the response time standard was reviewed to ensure it accurately reflects service expectations. This service standard requires that 95% of P1 calls be responded to within *15 minutes*. This means that if a call is received at 12:00 PM, the response must arrive on scene by 12:15 PM or earlier. The figures in this report have been adjusted to align with this definition.

In Q3 2024, the OPS achieved the response performance standard for 92 percent of P1 calls. This is in line with previous results and the five-year average. Of the approximately 750 calls classified as P1, officers took over 15 minutes to respond to 46 calls. Of these calls, in 28 occurrences the calls were dispatched quickly, and the delay appears to be

due to travel time mainly to rural areas; in five cases, calls were originally assigned a lower priority and then upgraded to P1, in four cases calls were originally assigned a higher priority and then downgraded from P1 in only two calls there is an indication that officers were delayed due to resource issues.

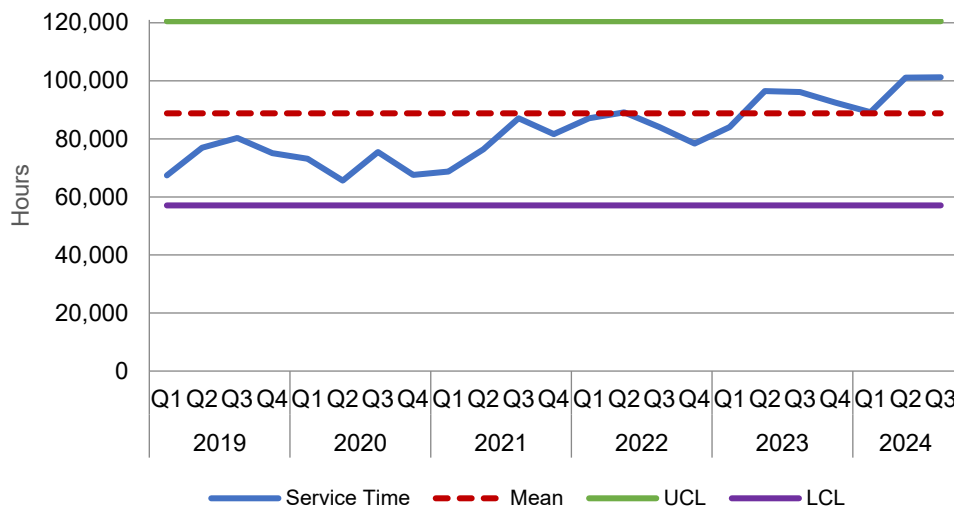


**Figure 3: P1 Response performance, 2019-2024**

**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 third quarter of 2024, service time was approximately 101,200 hours. This is a 5 percent increase from previous year and above the five-year average for the third quarter (88,800 hours). Figure 4 shows the variation in service time over the last five years.



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

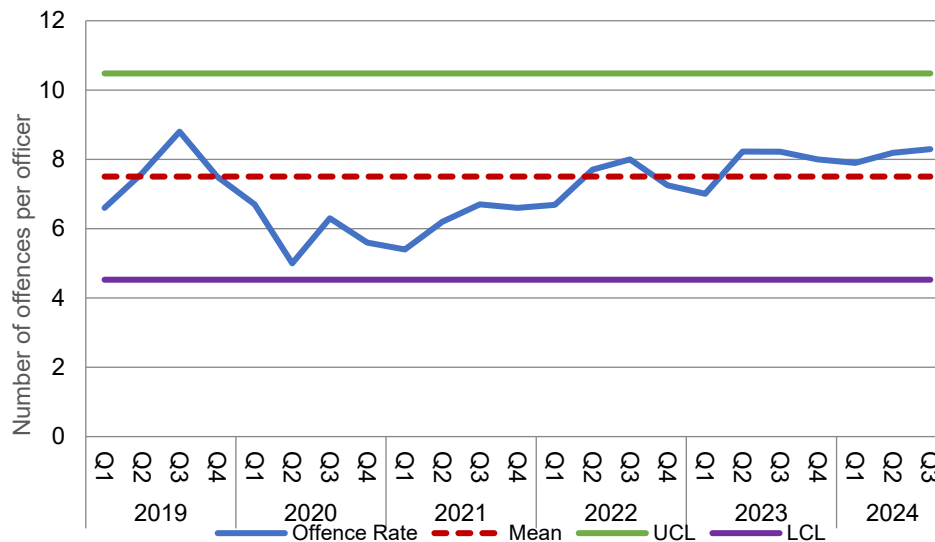
The OPS has been monitoring an increase in service time since the global pandemic. This may be one indication of a rise in the volume and complexity of service requests. Analysis is ongoing to understand these operational pressures and rising trend. Initial call types requiring the most effort in Q3 included paramedic assistance, disturbance, partner disputes, mental health, accident, and suspicious incidents.

### 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 responsibilities, 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 third 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 11 percent increase from the five-year average for the third-quarter. Since 2020, the level of reported Criminal Code offences has increased by an average of 12 percent per year, compared to an average yearly increase of only 1 percent in sworn members.



**Figure 5: Number of Criminal Code offences per officer, 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 Ottawa Police Service remains dedicated to monitoring and reporting on operational performance metrics to ensure effective, responsive policing for the community. This report has outlined trends and insights across key service areas, reflecting both evolving service demands and areas for continued improvement. By tracking metrics such as total service demand, response times, and workload per officer, the OPS can better understand operational pressures and make informed decisions that enhance service quality. Moving forward, the OPS will continue refining these metrics in alignment with the OPSB Strategic Plan and expand reporting to the Community Safety Data Portal. This will provide the public with accessible, transparent insights into OPS performance, fostering accountability and strengthening trust between the Ottawa Police Service and the communities it serves.