

Report to / Rapport au:

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

26 September 2022 / 26 septembre 2022

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: SECOND QUARTER 2022

OBJET: RAPPORT SUR LE RENDEMENT : DEUXIÈME TRIMESTRE 2022

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

Established in collaboration with the Citizen's Advisory Committee, the metrics provide insight into evolving demands for service, highlight service improvements, and organizational achievements relative to service standards.

DISCUSSION

As part of the organization's commitment to measuring performance, the following metrics are now presented to the Board, including:

- Total demand for police service (including calls and online reports)
- Priority 1 Emergency response calls for service
- 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 Offences per sworn officer

In order to help understand variation in the results presented below, a bar graph and a control chart have been included. The bar graph helps illustrate the actual change over time, whereas the control chart helps depict the level of variation. Data in the control chart are plotted in a time series with a central line added as a visual reference for detecting shifts or trends. Limits (UCL/LCL) are calculated from the data.

This Quarterly Performance Report covers the reporting period between April 1 and June 30, 2022. This report compares Q2 data with the same period last year.

Total Demand for Service – Calls & Online Reports

The OPS has received an average of 346,000 requests for service annually over the past five years. This includes reports that were received online, and calls entered into the computer-aided dispatch (CAD) system.

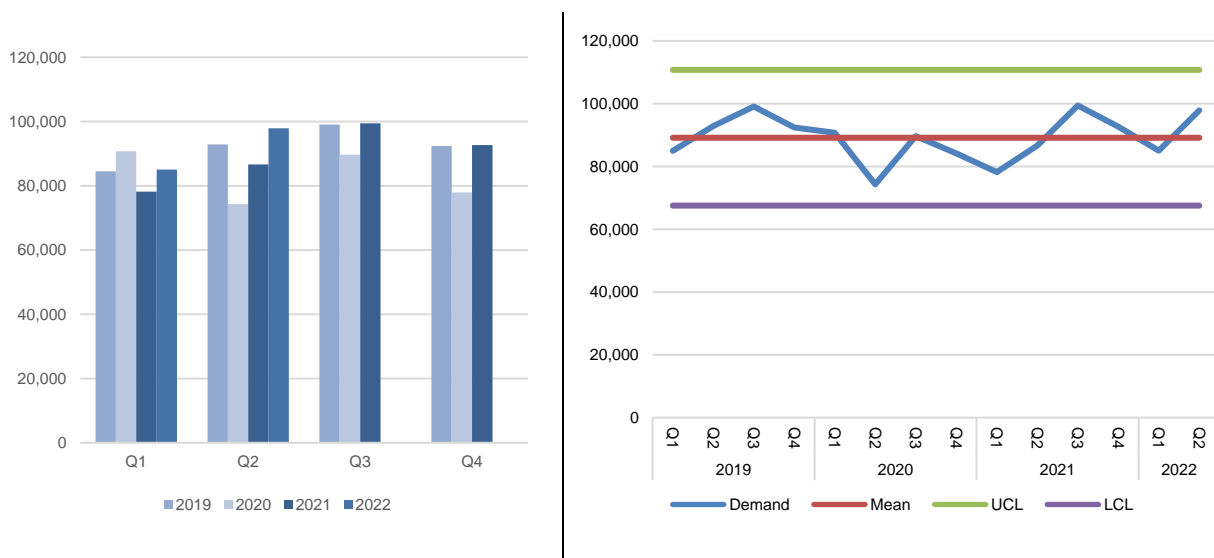


Figure 1: Total Demand for Service

In the second quarter, there was a 13 percent increase in demand for service to over 98,000 requests compared to the same period the year before. Approximately 91,000 of these were calls entered into the OPS computer-aided dispatch system (CAD) with another 7,000 received through online reporting. The number of calls entered into the CAD system has risen above the historical average, exceeding pre-pandemic levels. Demands received through online reporting have also exceeded pre-pandemic results for the second quarter. A significant portion of this increase online is attributed to a rising number of reported Theft < \$5,000 Shoplifting, Thefts < \$5,000 Gas Drive Offs.

Emergency Calls for Service (Priority 1)

The Ottawa Police Service (OPS) Call Response Protocol reflects the need to respond to citizens’ calls for assistance in a manner that reflects the seriousness of the incident, while weighing the interests of the safety of police officers and the public-at-large. The circumstances surrounding the incident determine the priority level assigned.

Calls classified as Priority 1 (P1) include all events involving a known imminent danger to life; actual or potential danger for bodily injury or death; crimes in progress or imminent. These calls include the known use of weapons or apparent life-threatening injuries, and all police officers require assistance calls.

Over the past two years, the number of calls has been heavily influenced by the suspension and reinstatement of the tiered response agreement between emergency services. This was done to limit the spread of COVID-19 in the community and between first responders.

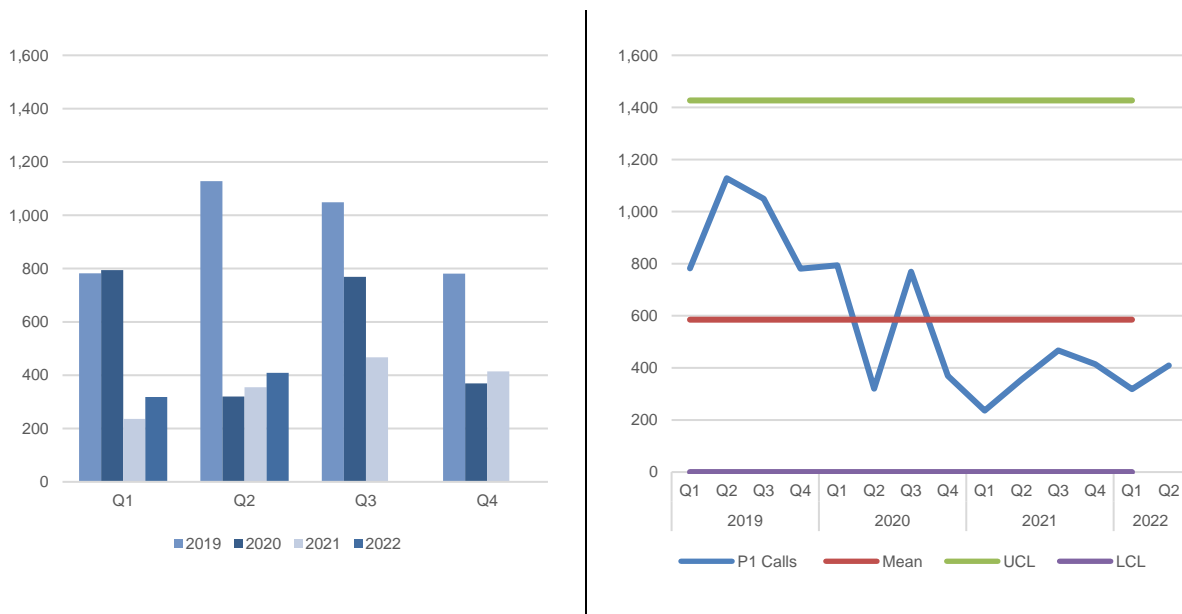


Figure 2: Priority 1 (P1) Calls for Service

In the second quarter the OPS received over 400 P1 calls. Due to the nature of P1 calls involving bodily injury or death, the majority of these calls are Paramedic Assistance or Tiered Response calls.

Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95% of the time. In 2021, the OPS achieved this performance standard 93% of the time.

When a call is received by the OPS Communications Centre, operators ask a series of questions to help determine the priority level of the call. This provides officers with information on the urgency of response required. Once the call has been dispatched, the priority level of the call does not change in the computer-aided dispatch (CAD) system.

As new information is received during the response, it is relayed to officers enroute through the radio system or messaged on the computer system. This new information will 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.

Scenarios where the response performance standard was not achieved includes inaccurate addresses provided by callers; reclassification of priority due to increased or decreased urgency; or another agency (Paramedic or Fire Services) have notified the OPS that they have arrived on scene and there is no imminent threat to public safety.

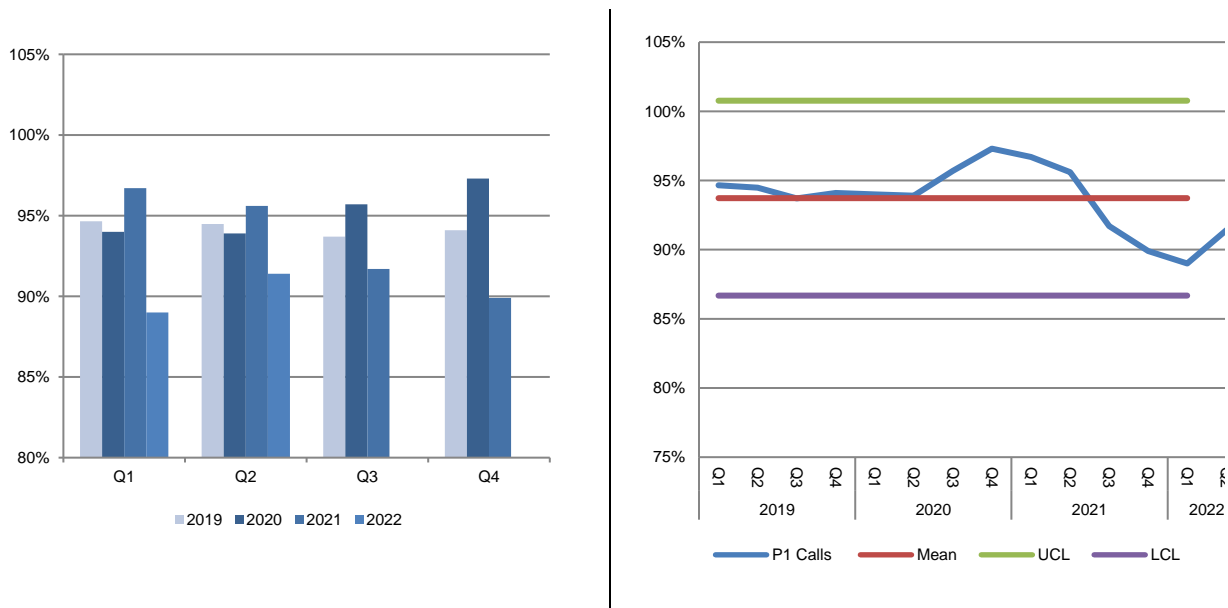


Figure 3: Priority 1 Response Performance (%)

During the second quarter, the Service arrived on scene to P1 calls within 15 minutes 91 percent of the time. There were 30 calls where officers arrived on scene beyond 15 minutes. This is consistent with the previous quarter. A review of these calls identified that 10 relate to OPS internal alarms determined to be non-emergencies. The remaining calls were medical in nature. The Tiered Response Agreement (TRA) between Police, Fire, and Paramedic Service’s is currently being reviewed to identify and ensure resources are dispatched in the most appropriate manner and efficiencies opportunities are identified.

Service Time (Citizen-Initiated, Mobile Response Calls)

Service Time refers to the cumulative amount of time (hours) officers spend responding to and dealing with calls for service from the public. The service time metric fluctuates seasonally throughout the year, with variations in climate influencing call volume and criminal behaviour.

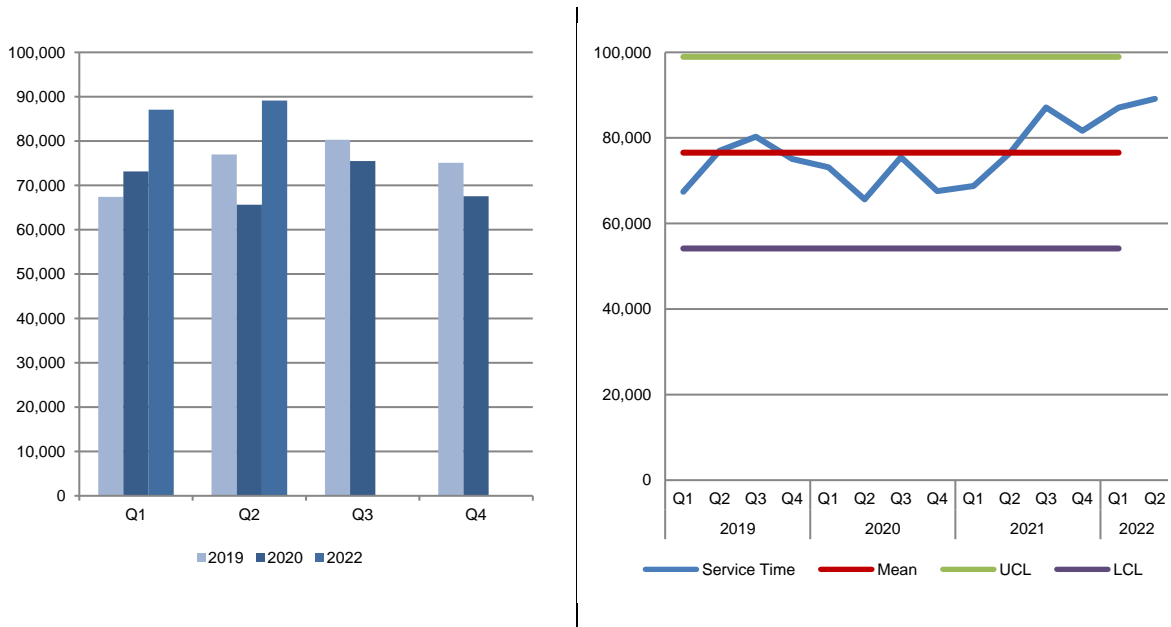


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the second quarter, Service Time continued to rise, growing by 17 percent. This represents an increase of nearly 13,000 hours responding to calls for service. The rise is primarily due to additional effort required to manage demonstrations, mental health calls, missing persons, and assaults. Service Time through the first half of 2022 is above pre-pandemic levels.

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. This 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.

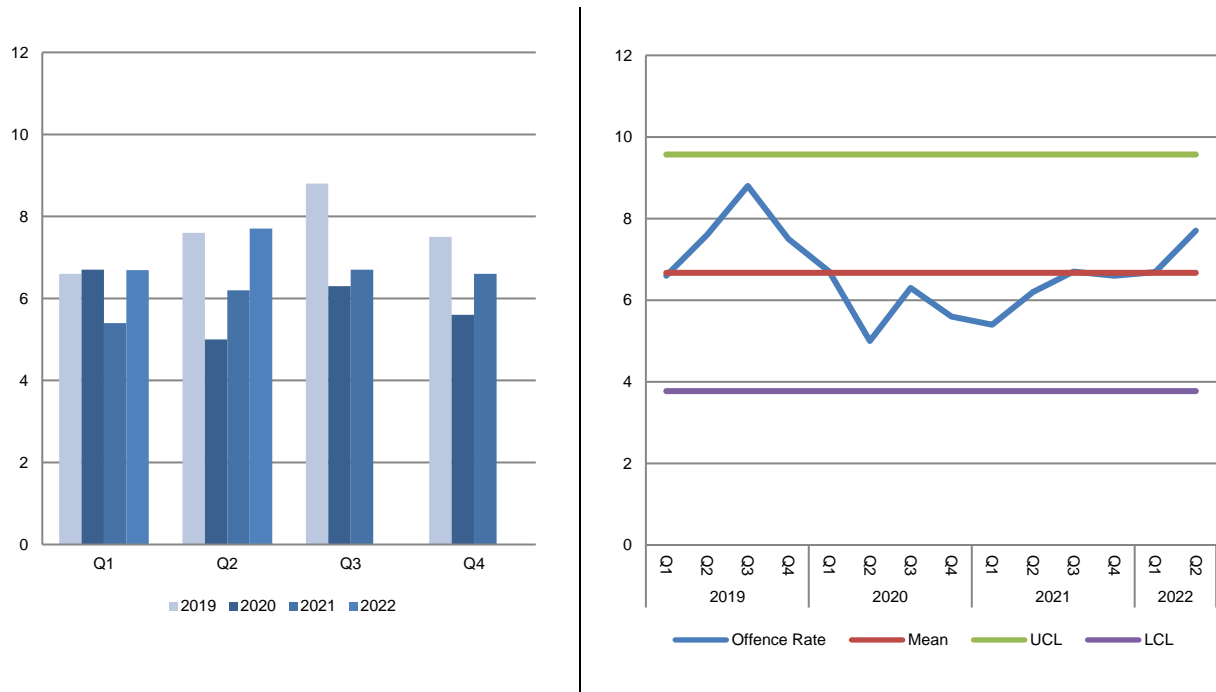


Figure 5: Number of Criminal Code Offences per Officer

In the second quarter, there were nearly eight Criminal Code of Canada offences handled per sworn member. This represents a nearly 24 percent increase from the same period in 2021. Influencing this trend was a 24 percent increase in the number of reported crimes (2,200), bringing metric in line with historical levels.

CONCLUSION

The results in this report are influenced by many factors. For example, rising demand for service on OPS call response, increasing volume and complexity of calls reflected in growing service time, and a higher number of criminal incidents to be investigated per sworn member. The OPS has a duty to provide adequate and effective policing to the community. In concert with other reports submitted to the Board, these results contribute to a diagnostic assessment of trends and pressures affecting service delivery, notably staffing. They reflect the impact of Ottawa's growing population, the global pandemic and the evolution of policing needs in Canada's capital region.

The Board will continue to receive quarterly performance updates as part of the OPS performance monitoring activities. The OPS is actively engaged with the International,

Canadian, and Ontario Associations of Chiefs of Police. This supports the ongoing discussion, improvement, and transparency of police performance measures.