

Report to / Rapport au:

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

25 November 2019 / 25 novembre 2019

Submitted by / Soumis par:

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

Contact Person / Personne ressource:

Randy Mar, Chief Strategy Management Officer

**Planning, Performance & Analytics/ Dirigeant principal de la gestion stratégique
MarR@ottawapolice.ca**

SUBJECT: PERFORMANCE REPORT: THIRD QUARTER 2019

OBJET: RAPPORT SUR LE RENDEMENT : TROISIÈME TRIMESTRE 2019

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receives 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 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 (2005), 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 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); and,
- 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 has 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 July 1 and September 30, 2019.

Total Demand for Service – Calls & Online Reports

The OPS has received an average of 340,000 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.

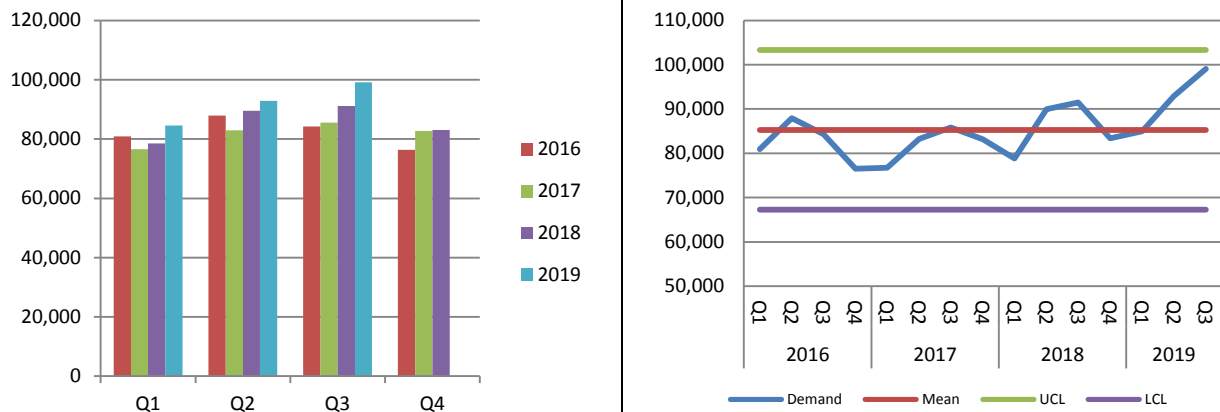


Figure 1: Total Demand for Service

In the third quarter, there was a seven percent increase in demand for service to just over 99,000 requests. Approximately 92,000 of these calls were entered into the computer aided dispatch system (CAD) with another 7,000 received through online reporting.

Comparing to the same period last year, total calls received through CAD increased by 6,500 (8%). This increase was mainly driven by 4,000 additional alternative response calls classified as Emergency 911 Activation Assessment. More specifically, this refers to 911 hang up calls that the OPS received and entered to CAD for review and analysis but were ultimately not dispatched. The remaining increase in Mobile Response calls requiring an on scene police presence were higher for Traffic Stops, Suspicious Incidents and Disturbances.

Reports received online grew by 25 percent in the third quarter, or 1,400 reports. This increase was primarily driven by increased Theft Shoplifting and Traffic Complaints during this period.

Emergency Calls for Service (Priority 1)

The Ottawa Police 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 general public. 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. On average, the Service receives 3,500 calls classified as P1 each year.

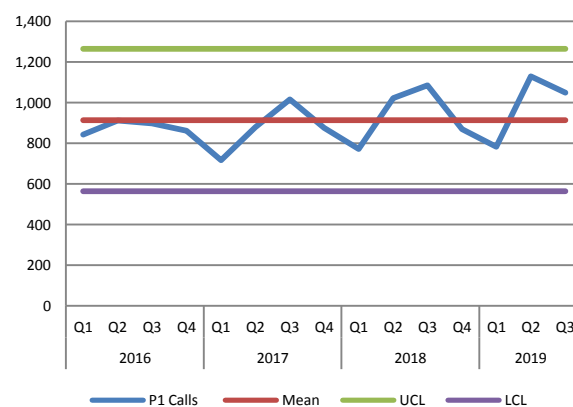
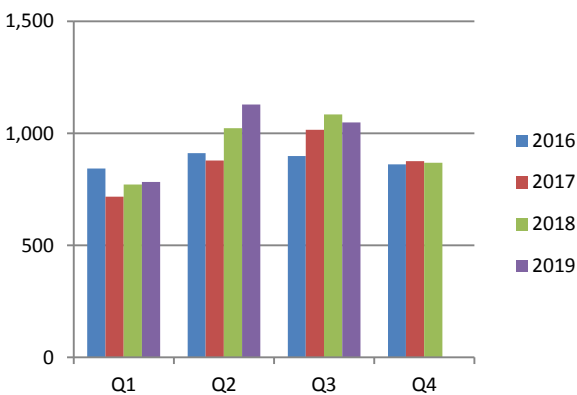


Figure 2: Priority 1 (P1) Calls for Service

In the third quarter, the OPS received 1,050 P1 calls, a three percent decrease from the same period last year. Due to the nature of P1 calls involving bodily injury or death, the majority of these calls (79%) are classified as Tiered Response or Paramedic Assistance because the Paramedic Service is the primary responding agency.

Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95% of the time. There are many factors that impact response performance. Examples include: Inaccurate addresses provided by callers; Reclassification of priority due to increased 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.

During the third quarter, the Service achieved the P1 response performance target by responding within 15 minutes 94 percent of the time.

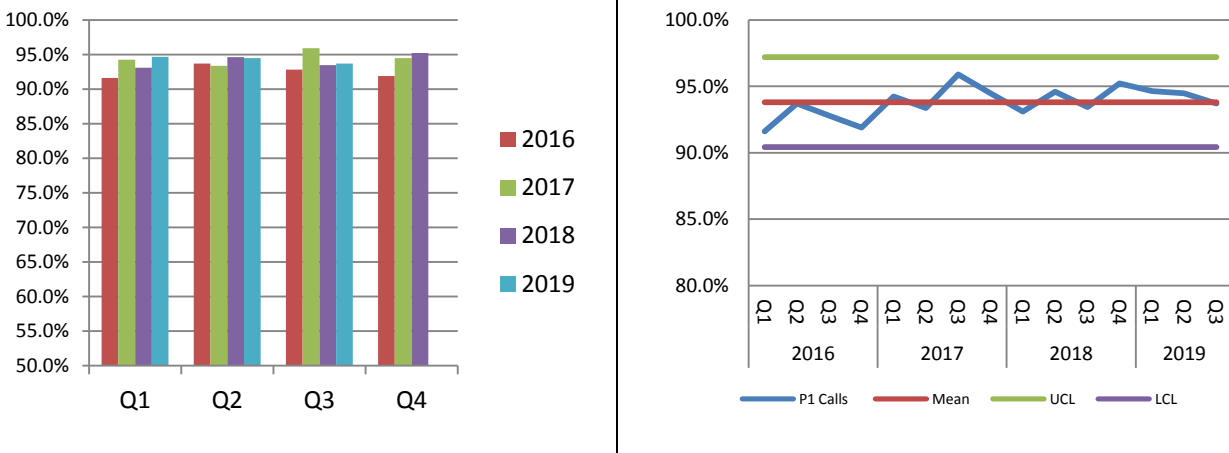


Figure 3: Priority 1 Response Performance (%)

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 is used for operational planning and deployment of personnel. Reactive workload generally fluctuates seasonally throughout the year, with variations in climate influencing call volume and criminal behaviour.

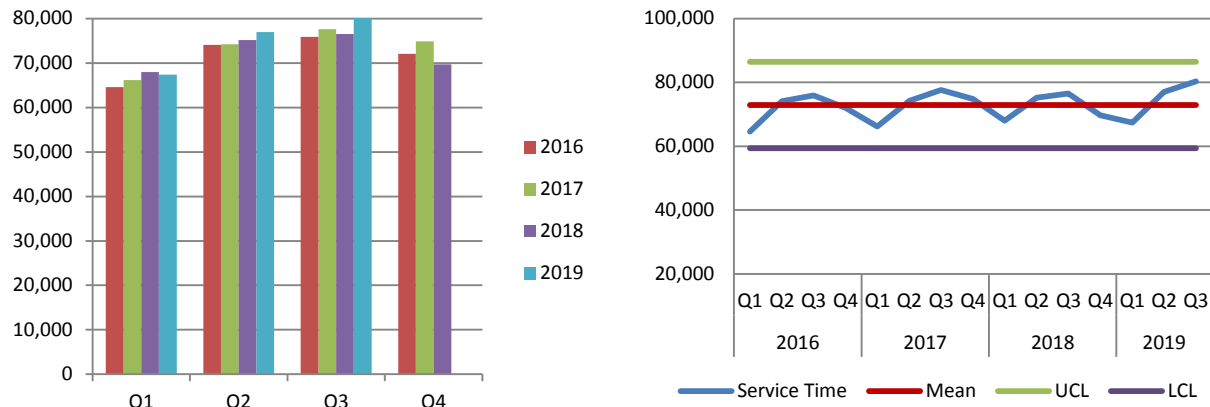


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the third quarter, Service Time increased by five percent to 80,200 hours. During this period there was an increase in the hours spent responding to Mental Health, Gun, Accident and Dispute calls.

Number of *Criminal Code* Offences Handled per Police Officer

The number of reported *Criminal Code of Canada* 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.

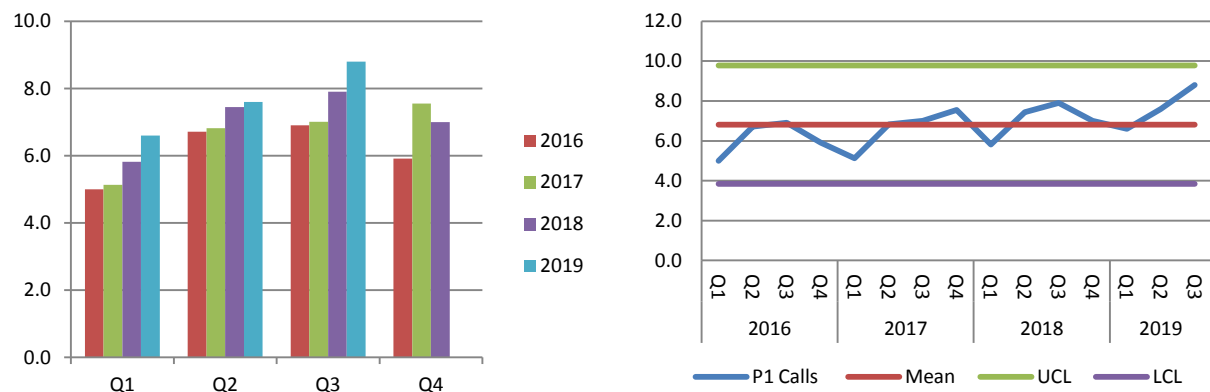


Figure 5: Number of Criminal Code Offences per Officer

In the third quarter, there were eight Criminal Code of Canada offences handled per sworn member, a twelve percent increase from previous year. This increase was driven by continued rise in reporting of criminal offences (15%) compared to the same period in the previous year.

CONSULTATION

Not applicable

FINANCIAL IMPLICATIONS

Not applicable.

SUPPORTING DOCUMENTATION

Not applicable.

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the OPS performance monitoring activities. The Police Service (OPS) remains actively engaged with the Canadian Association of Chiefs of Police (CACCP) Police Information and Statistics Committee (POLIS). This supports the ongoing discussion, improvement, and transparency of police performance measures.