

Report to / Rapport au:

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

24 October 2016 / 24 octobre 2016

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: THIRD QUARTER 2016

OBJET: RAPPORT SUR LE RENDEMENT : TROISIÈME TRIMESTRE 2016

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

The Ottawa Police Service (OPS) monitors and evaluates information on a variety of performance metrics. The Service also contributes data to a number of local and provincial initiatives, including the Municipal Benchmarking Network Canada (MBN-Canada) and the Municipal Performance Measurement Project (MPMP).

DISCUSSION

As part of our commitment to measuring performance, the Ottawa Police continues to work with the City by providing selected metrics to be included in the performance reporting framework, including:

- Total calls for police service;
- Emergency response calls for service (Priority 1);

- Response performance on Priority 1 calls (on-scene in 15 min, 95 percent of the time);
- Service time (citizen-initiated, mobile response calls); and,
- Number of Criminal Code Offences per sworn officer.

This Quarterly Performance Report covers the reporting period between July 1 and September 30, 2016.

Total Calls for Service – All Priorities

The Ottawa Police has received an average of 359,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

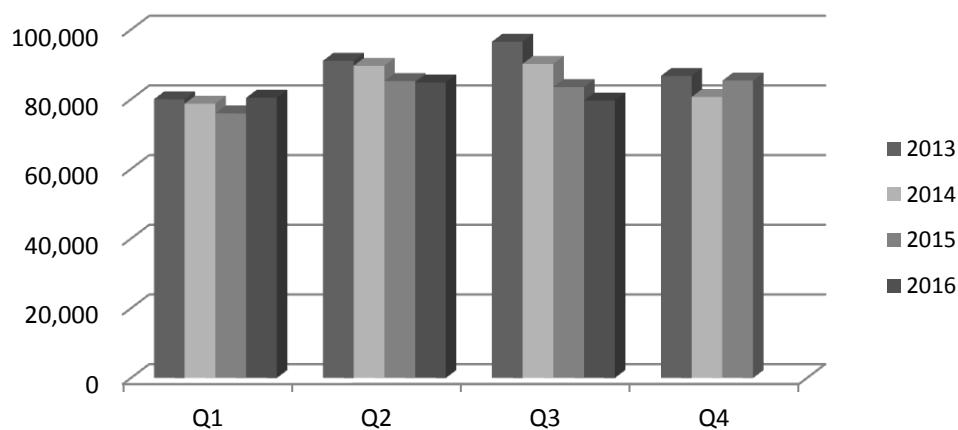


Figure 1: Total Calls for Service (All Priorities)

In the third quarter the OPS received 80,800 calls for service, a decrease of nearly 5,000 calls (-6%) compared to the same period last year. Fewer calls were seen in a number of categories, including: -2,800 Traffic Stops (-20%), -850 Traffic Complaints (-80%), -780 Street Checks (-34%), -600 fewer Alarm calls (-10%), and -400 fewer Mischief to Property (-57%).

There was also a -22% decline in Theft related calls (-880), which was offset by an increase in these incidents reported online. Overall, there was an increase in Online reports last quarter (+2,000) with +1,300 more Theft and Traffic Complaint reports (+520) driving the trend.

As in the previous quarter this year, Lost Property calls continued to decline by -74% (-480) driven by a revised policy where OPS will no longer take reports for lost property unless there is a known external serial number or distinct marking or if the item presents a threat to public safety. By-Law Risk to Public calls also continued to decline this quarter due to a revised response protocol whereby all calls for service pertaining to By-

Law infractions, which are not determined to have a serious public safety component, are now referred to the City of Ottawa By-law Services.

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.

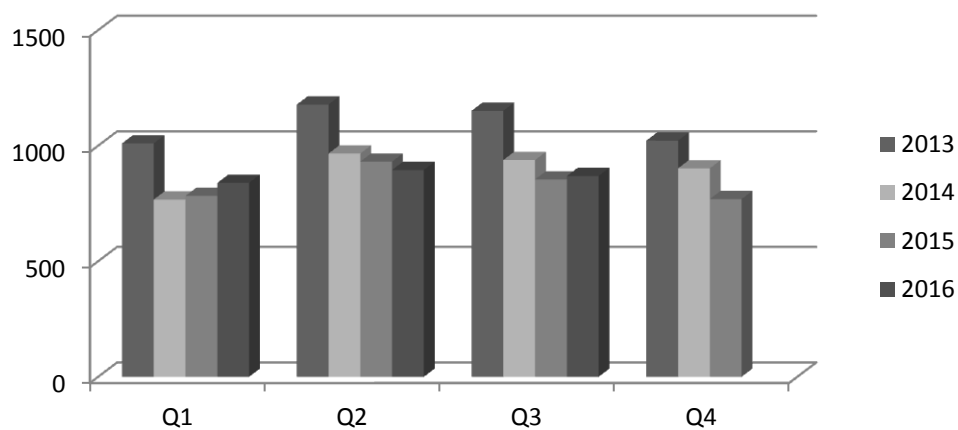


Figure 2: Citizen Generated Emergency Response Calls for Service

In the third quarter, the Ottawa Police received 898 emergency calls, a 3% increase (23 calls) compared to the same period last year. This was mainly driven by more Emergency calls (+15), Person Using Guns (+6), Dangerous conditions (+7) and Assault (+6).

Priority 1 Response Performance

The OPS aims to respond to Priority 1 calls for service within 15 minutes, 95% of the time. During the third quarter, the OPS achieved this performance standard 94% of the time. This represents a -2% decline compared to the same period last year. Nearly 80% of all P1 calls where an officer arrived on scene were related to Paramedic Assistance.

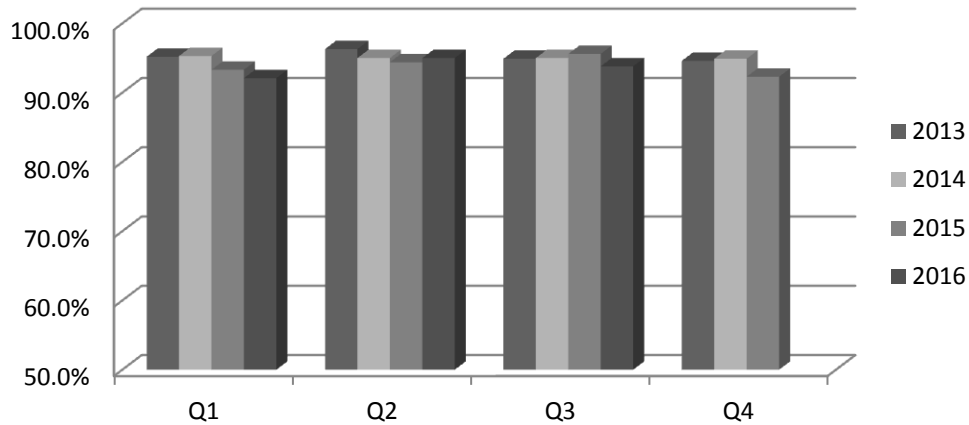


Figure 3: Priority 1 Response Performance (%)

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.

In the third quarter, service time increased by +6% or 3,800 hours to 73,300 compared to the same period last year. During this period there was increased effort required to handle Suspicious Incidents (+17%), Accidents (+25%), Mental Health Act calls (+20%), Disturbances (+10%) and calls related to Persons Using Guns (+47%).

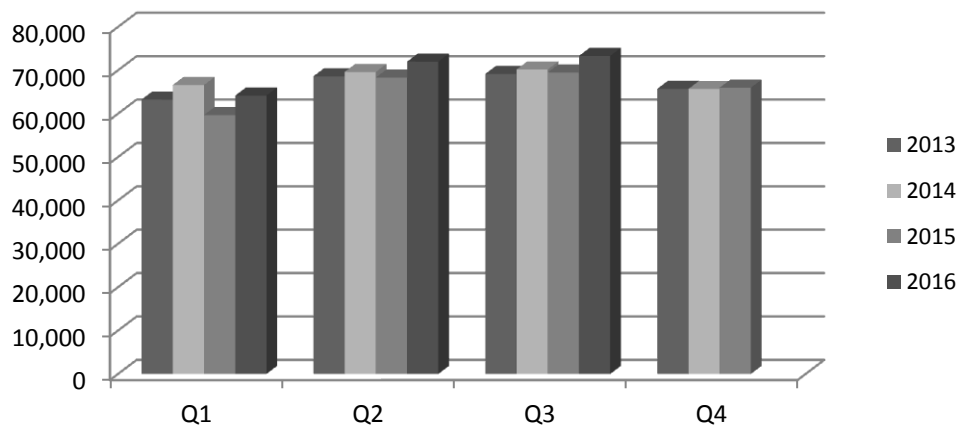


Figure 4: Service Time (Citizen Initiated, Mobile Response)

Number of *Criminal Code* Offences Handled per Police Officer

The number of reported *Criminal Code of Canada* incidents prorated over the number of sworn personnel is one indication of workload. This, of course, does not capture the entire scope of police operations, including proactive initiatives, assistance to victims of crime, traffic enforcement/*Highway Traffic Act* violations, street checks, and other community and public safety activities.

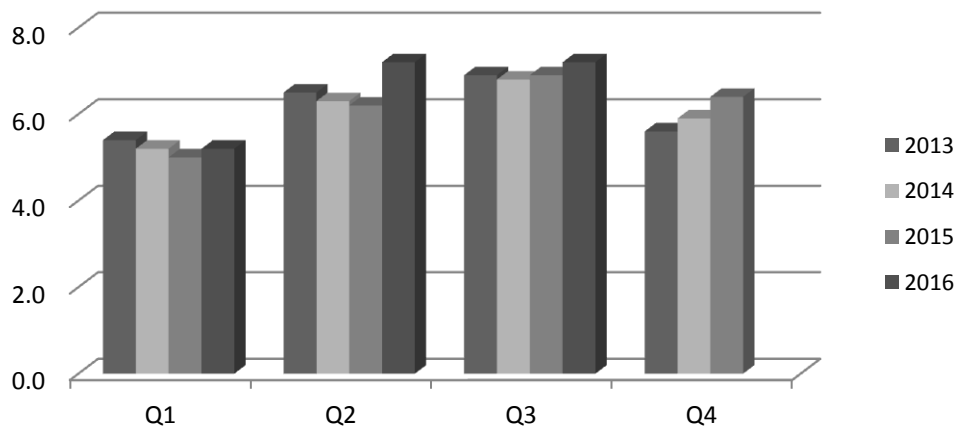


Figure 5: Number of Criminal Code Offences per Officer

In the third quarter, the number of offences handled per officer increased by +4% from the same period last year. There were nearly +670 more *Criminal Code of Canada* offences across the City during this period. This increase was mainly driven by a +7% increase in Property crimes (+442), including: Theft \$5000 and under, Fraud and Break and Enters.

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the Performance Measurement Framework. Further development of the framework will continue under the Service priority (Goal S3) in the 2016 to 2018 Business Plan. Ottawa Police representatives will continue to serve on the Municipal Benchmarking Network Canada (MBN-Canada) Expert Panel, the Canadian Association of Chiefs of Police (CACP) Police Information and Statistics (POLIS) Committee, and the City of Ottawa Community of Practice in Performance Measurement and Strategic Planning. This will support the ongoing discussion, improvement, and transparency of police performance measures.