

Report to / Rapport au:

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

25 January 2016 / 25 janvier 2016

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: FOURTH QUARTER 2015

OBJET: RAPPORT SUR LE RENDEMENT : QUATRIÈME TRIMESTRE 2015

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report for information

RECOMMANDATIONS DU RAPPORT

Que la Commission des services policiers d'Ottawa reçoit ce rapport pour obtenir des informations.

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 Ontario Municipal Benchmarking Initiative (OMBI) and the Municipal Performance Measurement Project (MPMP). As part of a cooperative effort in sharing performance data, indicators are first presented to the Board, and then forwarded to the City of Ottawa for inclusion in its Quarterly Performance Report.

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 quarterly 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 October 1 and December 31, 2015. Fourth quarter metrics are now presented to the Board prior to being compiled with other city data for Council.

Total Calls for Service – All Priorities

The Ottawa Police received an average of 358,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

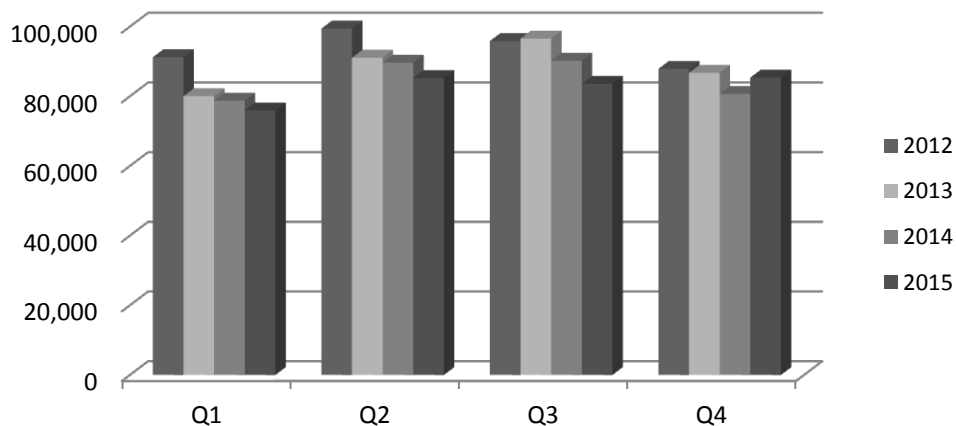


Figure 1: Total Calls for Service (All Priorities)

The total number of calls received by the police service in 2015 declined to 330,150 (-9,150 or -3%). The decline was driven by fewer 911 calls determined to be non-emergencies, known as Alternative response. The Ottawa Police Service dispatched nearly 243,200 calls in 2015, including calls received by members of the public and those self-initiated by officers. This represents a decline of less than one percent, or 1,200 fewer calls.

A 94 percent decline in Property Lost Markers calls (-2,200) has contributed to the overall decline. This trend results from a change in organizational process where these calls are now directed to the Ministry Of Transportation and no longer require a police report for replacement of lost license plates. In 2015, there were also fewer calls related to thefts (-1,100 or -8%) and Mischief (-700 or -14%).

In the fourth quarter the OPS received 85,375 calls for service, an increase of nearly 4,700 calls (6%) compared to the same period last year. The increase in the fourth quarter was driven by an increase in officer initiated calls for service in the form of 4,100 Traffic Stops. This self-initiated work was in part realized through a patrol staffing stabilization plan. This has increased resource capacity on the front line to manage reactive calls and emergency response, proactive enforcement and prevention, and administrative duties.

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.

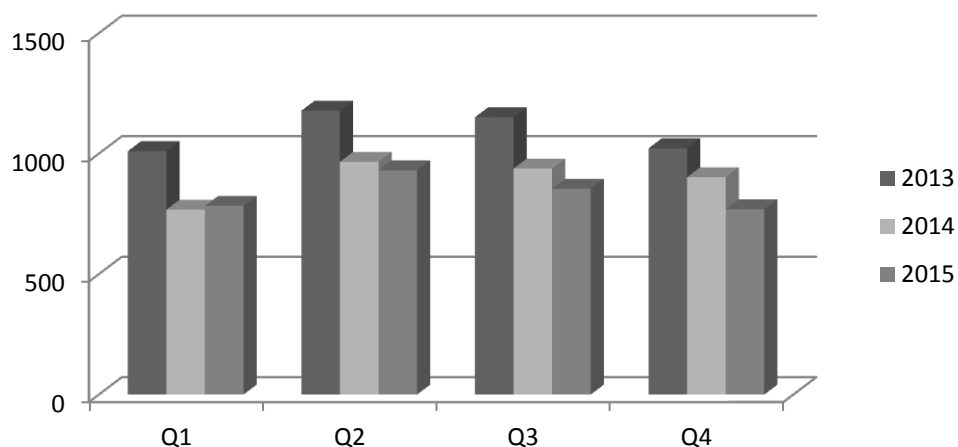


Figure 2: Citizen Generated emergency response calls

In 2015, the Police Service received 3,340 calls for service classified as Priority 1. This represents a decline of 240 calls compared to the previous year. The number of Priority

1 calls in the fourth quarter declined by 130 calls to 770 from 900 calls in the same period last year.

Priority 1 Response Performance

The Ottawa Police Service aims to respond to Priority 1 calls for service within 15 minutes, 95 percent of the time. This response performance standard was achieved 94 percent of the time last year.

During the fourth quarter, the organization responded to P1 calls within 15 minutes 92 percent of the time, a three percent decline compared to the same period in 2014. Nearly 80 percent of all P1 calls where an officer arrived on scene were related to Paramedic Assistance. During the last quarter, there were 40 calls that did not meet the P1 response performance objective.

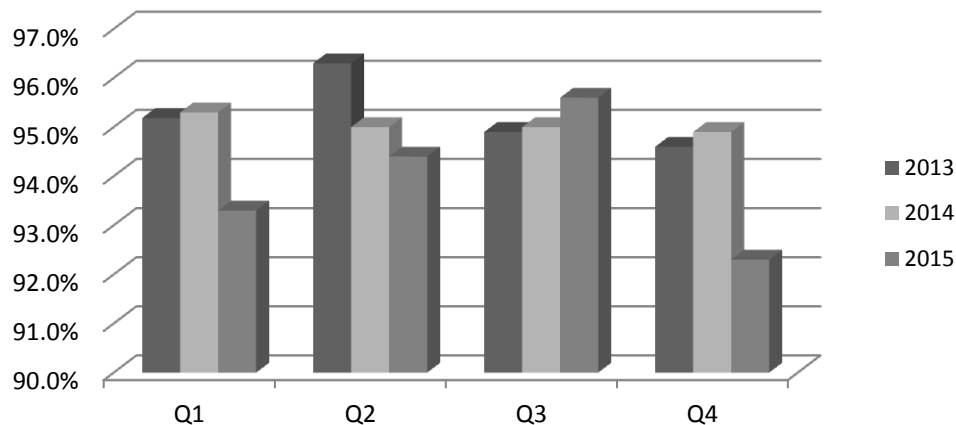


Figure 3: Priority 1 Response Performance

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.

The cumulative amount time officers spend on calls has fallen below the five year average of 273,300 hours. In 2015, Service Time declined by three percent to 263,500 hours. The decline was mainly attributed to fewer patrol officer hours spent responding to and dealing with Collisions (-5,900 hours), which continues to be driven by the introduction of Collision Reporting Centres.

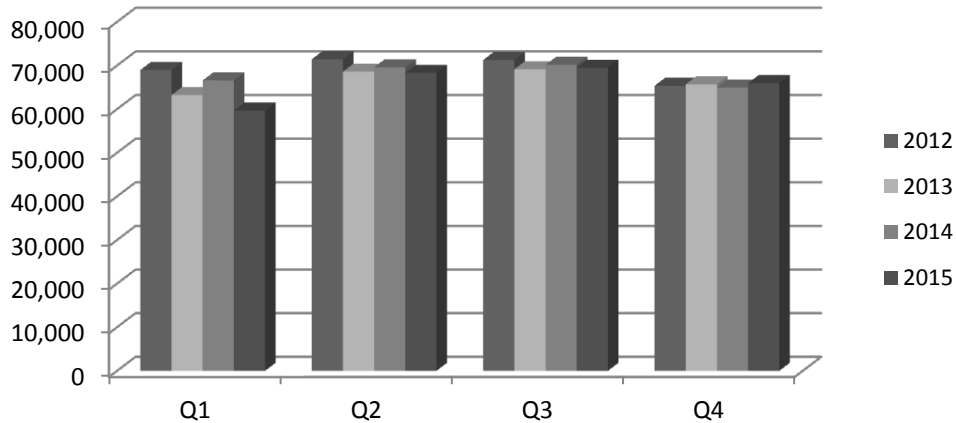


Figure 4: Service Time (Citizen Initiated, Mobile Response)

In the fourth quarter, service time remained relatively stable, rising by less than two percent or 1,000 hours, to 66,000 hours.

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.

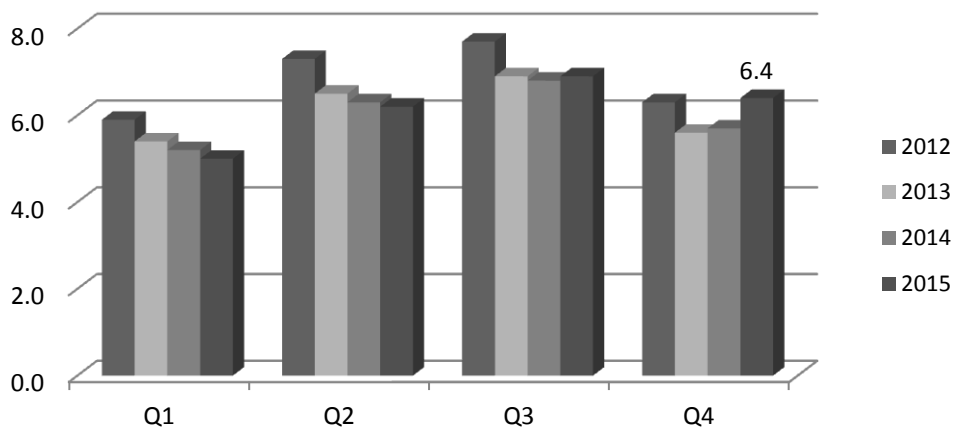


Figure 5: Number of Criminal Code Offences handled per police officer

In the fourth quarter, the number of criminal code offences handled per officer increased by nine percent to 6.4 offences per officer compared to 5.9 offences per officer in 2014. While staffing levels have remained static, there were 670 more Criminal Code of Canada offences reported in the fourth quarter compared to the same period in 2014.

Preliminary analysis of year-end Criminal Code of Canada Offence data attributes the increase during the fourth quarter to a 10 percent rise in property related crime (+590).

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the Performance Measurement Framework. Ottawa Police representatives will also continue to serve on the OMBI Police Expert Panel, the national 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.