

**Report to / Rapport au:**

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

**24 July 2017 / 24 juillet 2017**

**Submitted by / Soumis par:**

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**SUBJECT: PERFORMANCE REPORT – SECOND QUARTER 2017**

**OBJET: RAPPORT SUR LE RENDEMENT – DEUXIÈME TRIMESTRE 2017**

**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 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 and highlight service improvements and organizational achievements relative to service standards.

Results were previously provided to the City as part of the Semi-Annual Performance Report to Council (SPRC). On March 23 2016, Council approved the recommendation to discontinue the report. In addition, the Ottawa City Manager has advised the Municipal Benchmarking Network of Canada (MBN Canada) Board of his decision to temporarily withdraw from the Network, as the program reviews its mandate, scope and membership activities.

The Ottawa 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. In addition, as part of the POLIS Committee Strategic Priorities for 2017-2019, the committee is working with industry experts to recommend performance and community safety indicators as part of a national Performance Measurement Framework (PMF).

## **DISCUSSION**

As part of the organizations commitment to measuring performance, the following metrics are now presented to the Board, 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% 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 April 1 and June 30, 2017.

### **Total Calls for Service – All Priorities**

The OPS has received an average of 345,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

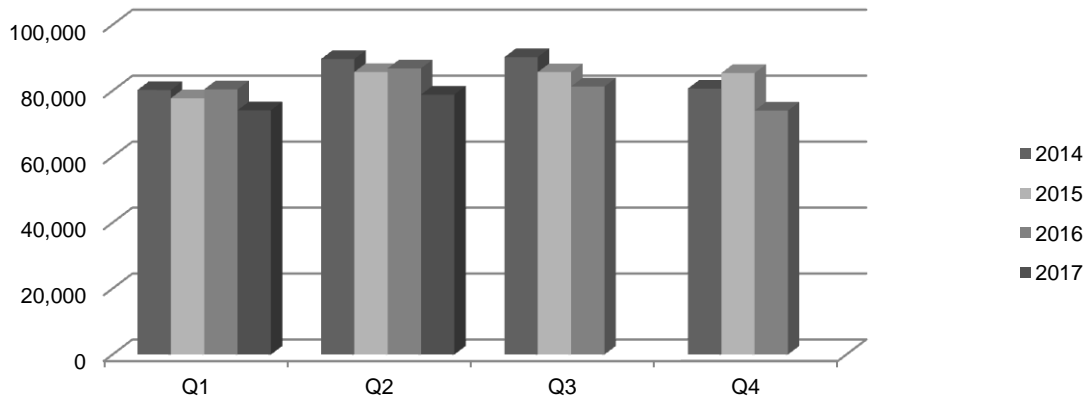


Figure 1: Total Calls for Service (All Priorities)

In the second quarter the OPS received 78,850 calls for service, nearly 7,900 fewer calls (-9%) compared to the same period last year. Mobile response calls declined by -6% and Alternative response calls declined by -17% during this period.

Approximately 3,800 fewer mobile response calls, including those self-initiated by officers and received from members of the public, was mainly driven by fewer Traffic Stops (-2,200) and Thefts (-500).

During the second quarter, there were nearly 4,300 reports received online, an increase of 3,150 reports compared to the same period last year. There were increases in online reports for Theft (1,600), Traffic Complaints (300), and Mischief to Property (350) during this period. There were also over 400 Fraud and 100 Drug complaints reported online since the OPS enabled these call types for online reporting during the First Quarter of 2017.

Nearly 75% of calls entered into the Computer Aided Dispatch (CAD) system in the second quarter required an on scene police presence (59,250). Among the calls that required mobile response, there was an increase in Suspicious Incidents (700), Partner Dispute (400), and Mental Health Act (MHA) calls (250).

### **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.

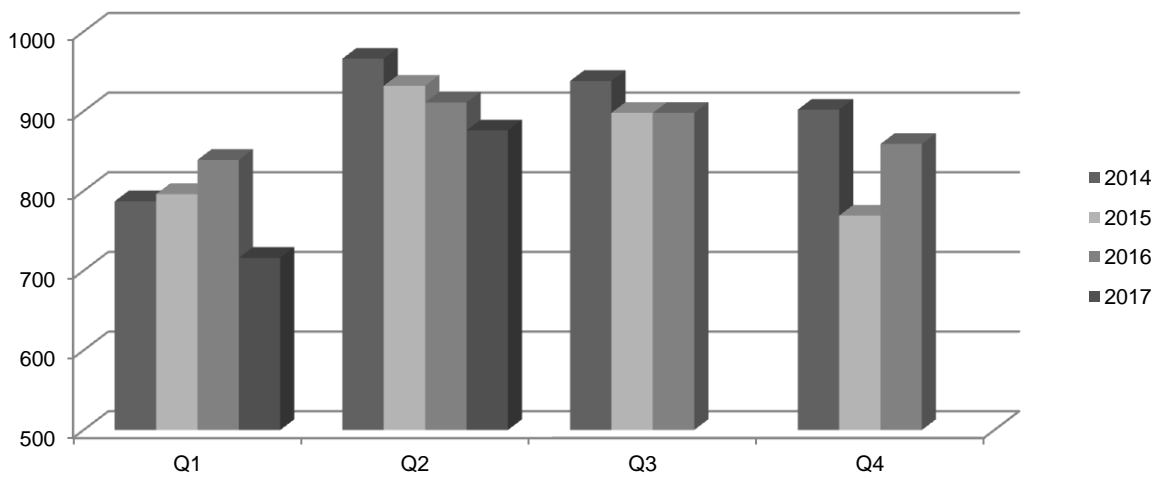


Figure 2: Priority 1 (P1) Calls for Service

In the second quarter the OPS received nearly 900 calls classified as Priority 1. Compared to the same period last year, this represents nearly -4% decline or 35 fewer calls. This decrease was driven by nearly 100 fewer Tiered Response calls (-15%).

### Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95% of the time. Following improvements in the First Quarter, current quarter results have fallen slightly since 2014. In the Second Quarter, the OPS arrived on scene within 15 minutes 93% of the time.

Of the 50 calls that did not meet the service standard, the majority represent Tiered Response. A review of calls identified many factors that contribute to a slower response. Two examples include an inaccurate address provided by callers or a reclassification of priority due to increased urgency. Conversely, in some medical calls the Paramedic Service may also notify the OPS that they have arrived on scene and there is no imminent threat to public safety.

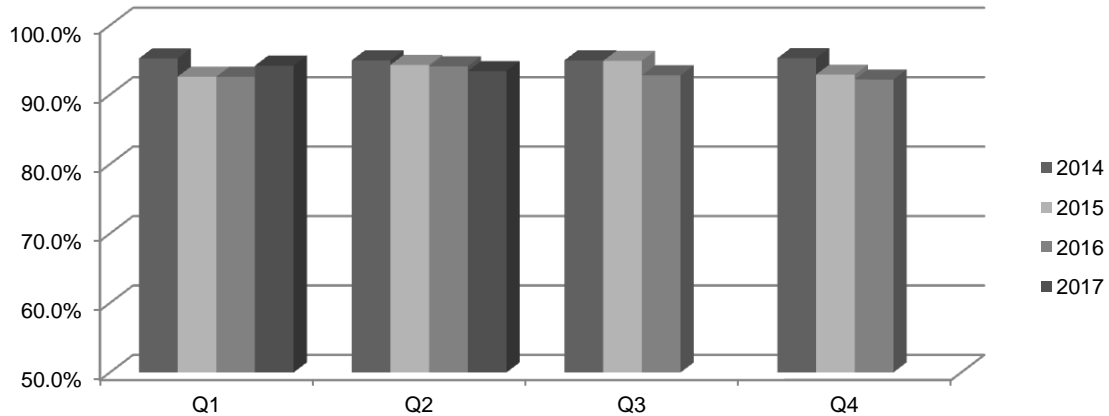


Figure 3: Priority 1 Response Performance (%)

### 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.

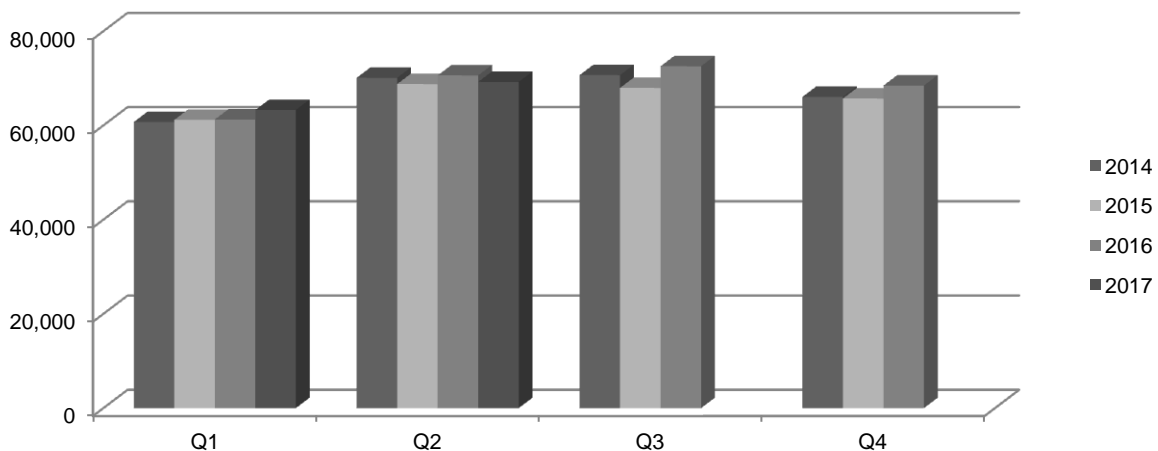


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the second quarter, Service Time decreased by 2% to 69,200 hours compared to 70,615 hours from the same period last year. While falling slightly from the previous year, Service Time remains in line with the five-year average.

### 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, street checks, and other community and public safety activities.

In the second quarter, the number of offences handled per officer increased slightly to 6.8 offences per officer. This 2% increase from the same period last year was driven by a 4% percent rise in Criminal Code of Canada Offences across the City (340).

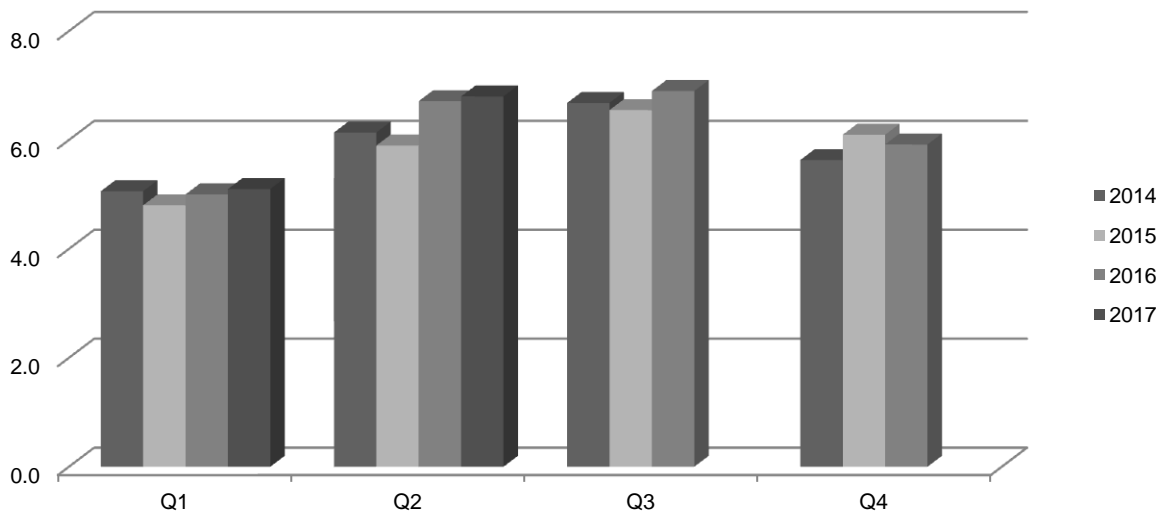


Figure 5: Number of Criminal Code Offences per Officer

## 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 Measurement Framework. Further development of the framework will continue under the Service priority (Goal S3) in the 2016-2018 Business Plan.

Beyond monitoring and reporting on police performance, we will be implementing OPSTAT, the OPS version of COMPSTAT. It will be the mechanism to examine operational problem-solving and our response to variations (positive and negative) to performance benchmarks.

Ottawa Police representatives will also continue to serve on the CACP POLIS Committee. In partnership with the Canadian Centre for Justice Statistics, a Division of Statistics Canada, the Committee supports progressive change in policing through the development of meaningful public safety information.