Report to / Rapport au:

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

27 May 2019 / 27 mai 2019

Submitted by / Soumis par:
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SUBJECT: PERFORMANCE REPORT: FIRST QUARTER 2019

OBJET: RAPPORT SUR LE RENDEMENT : PREMIÈRE 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 provides insight into evolving demands for service, highlight service improvements, and organizational achievements relative to service standards.

DISCUSSION

As part of the organizations 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 January 1 and March 31, 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.
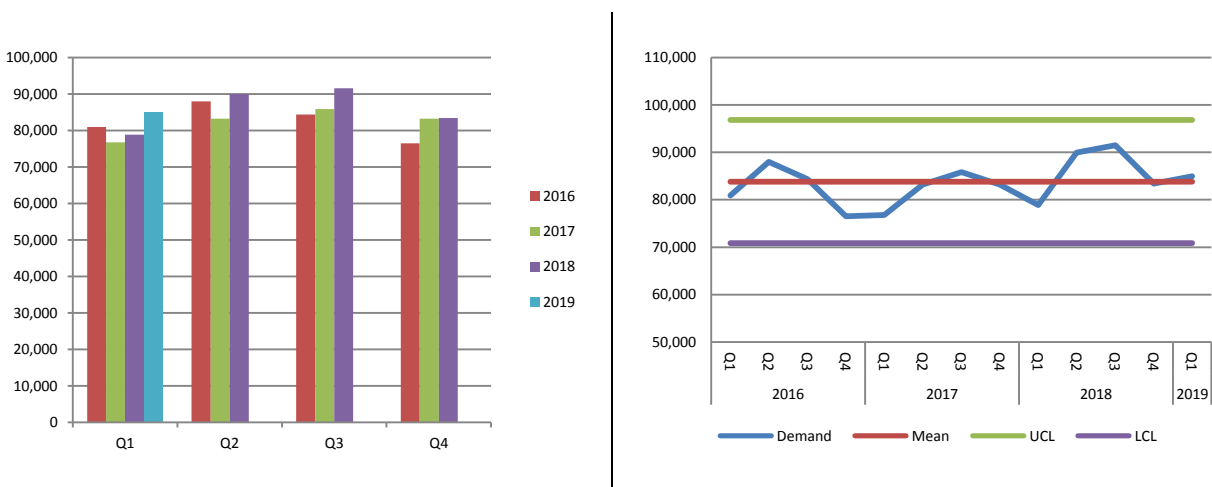

Figure 1: Total Demand for Service

In the first quarter, there was an eight percent increase in demand for service to nearly 85,000 requests comparing to 79,000 requests during the same period last year.

Approximately 79,600 of these calls were entered into the OPS computer aided dispatch system (CAD) with another 5,400 received through online reporting.

Comparing to the same period last year, total calls received through CAD increased by 4,700 (6%). Mobile response calls requiring an on scene police presence increased by 4% driven by Traffic Stops, Collisions, Suspicious Incidents and Mental Health Calls.

Reports received online grew by 34 percent in the first quarter or 1,400 reports. The increases in online reports were driven by increased reporting of Theft Shoplifting and Fraud – Identity Theft.

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.
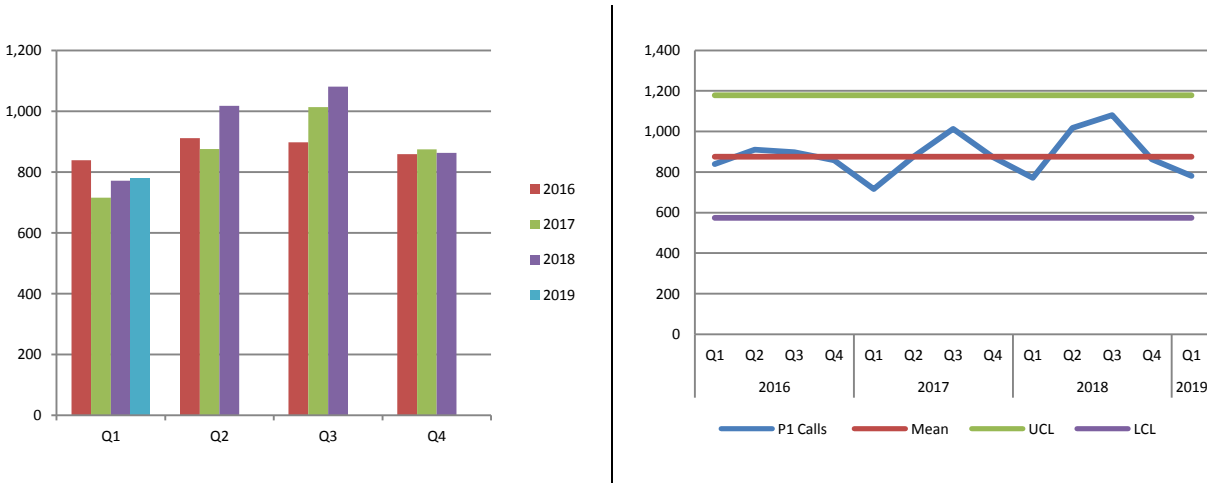

Figure 2: Priority 1 (P1) Calls for Service

In the first quarter, the OPS received 780 P1 calls, a slight increase from the same period last year. Due to the nature of P1 calls involving bodily injury or death, the majority of these calls (77%) are initially classified as Tiered Response because the Paramedic Service is the primary responding agency. Overall call volume demonstrates some season variation but remains relatively consistent and within expected variation.

Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95 percent of the time.

There are many factors that contribute to a slower 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 first quarter, the Service achieved the P1 response performance target by responding within 15 minutes 95 percent of the time.
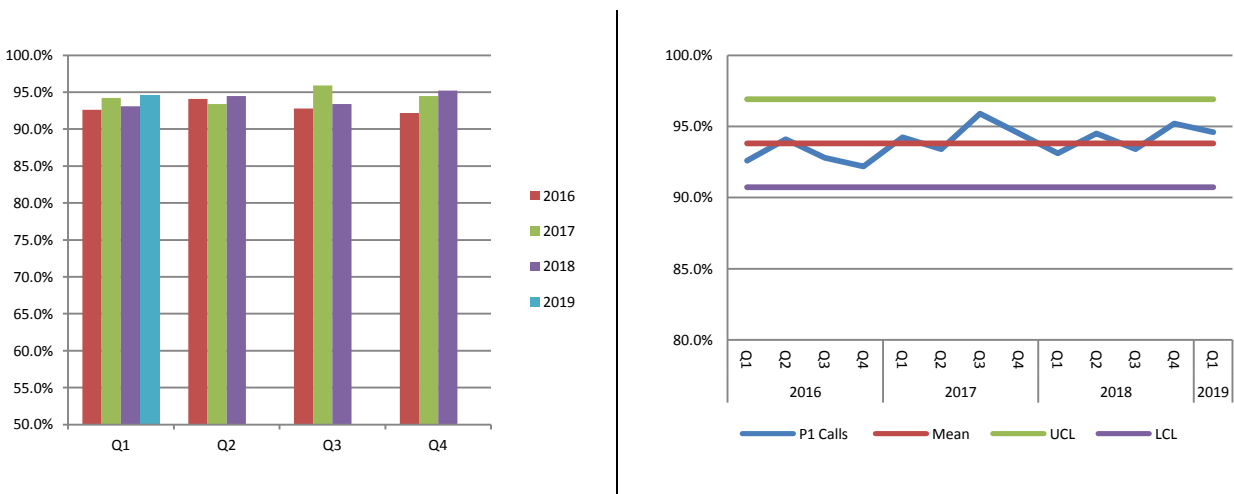

Figure 3: Priority 1 Response Performance (%)

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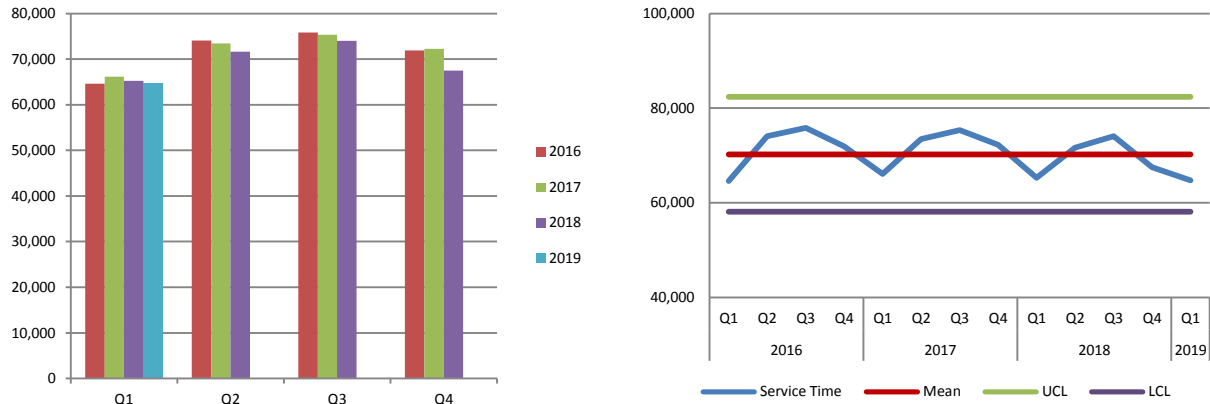
Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the first quarter, Service Time decreased slightly by less than one percent to 64,800 hours compared to the same quarter last year.

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, social disorder calls, assistance to victims of crime, traffic enforcement/Highway Traffic Act violations, and other community and public safety activities.
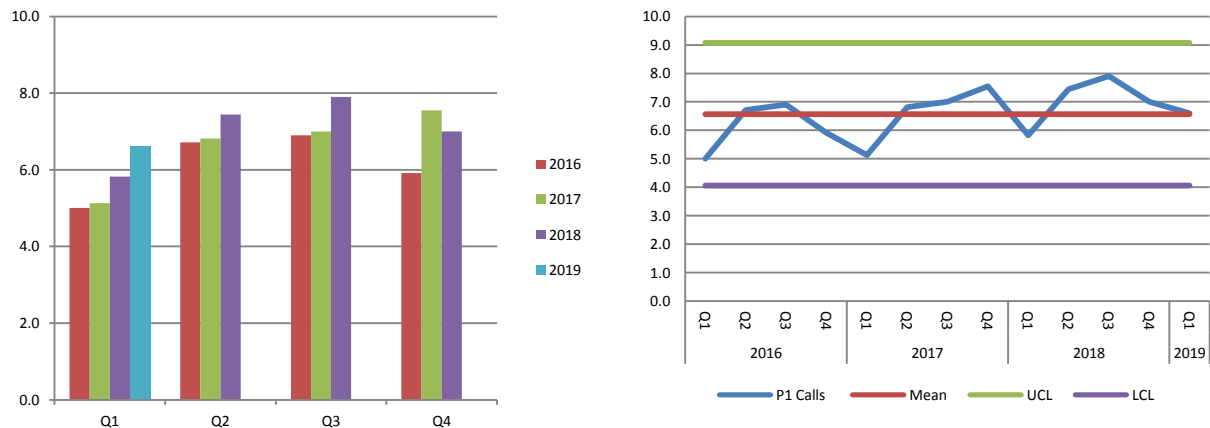

Figure 5: Number of Criminal Code Offences per Officer

In the first quarter, there were seven Criminal Code of Canada offences handled per sworn member, a 14 percent increase from previous year. This increase was driven by continued rise in reporting of criminal offences.

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 (CACP) Police Information and Statistics Committee (POLIS). This supports the ongoing discussion, improvement, and transparency of police performance measures.