



**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*The Trusted Leader in Policing
Le chef de file de confiance dans la police*

**REPORT
RAPPORT**

DATE: 27 April 2015

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

SUBJECT/OBJET: **PERFORMANCE REPORT: FIRST QUARTER 2015**

RECOMMENDATION

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

DISCUSSION

As part of our commitment to measuring performance, the OPS 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 January 1 and March 31, 2015. First 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 OPS received an average of 369,000 calls for service annually over the past five years. This total includes both calls that were dispatched and those that were handled through alternative means.

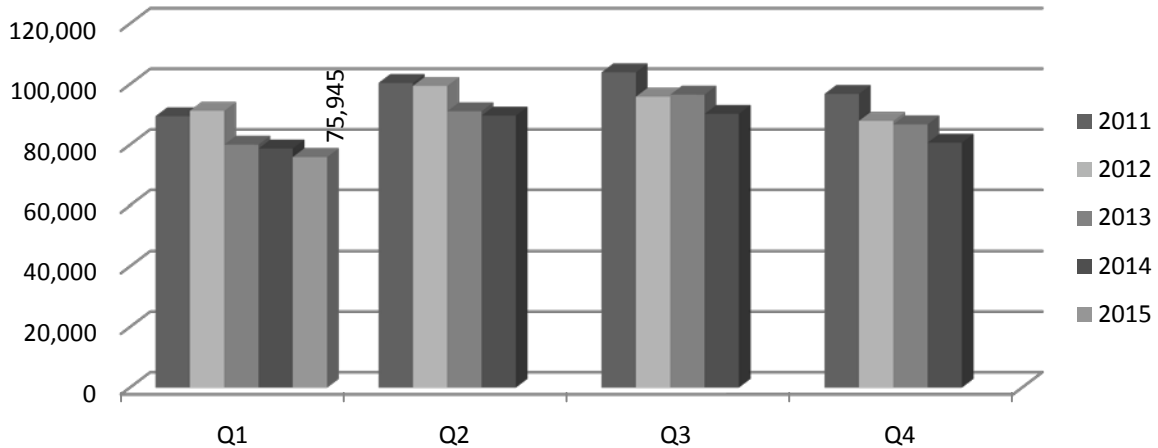


Figure 1: Total Calls for Service (All Priorities)

The number of calls in the first quarter declined four percent from 78,772 calls to 75,945, compared to the same time period last year. The decline may be attributed to fewer Traffic Stops (-3, 239), and fewer 911 Activation Assessments (-854).

During this period, there was also a 27 percent increase in Alarms (1,176) mainly attributed to a procedural change in how the City notifies the OPS for alarms at police facilities. The introduction of Collision Report Centres (CRC) has also contributed to a 19 percent increase in collision related calls (1,256). Collision calls are assessed by the communication centre and entered into an Alternative Response queue to be handled by the CRC. The OPS also saw a 12 percent increase in Proactive Policing calls in the first quarter (505), which is partially attributed to redirecting resources to areas impacted by gang related activity.

Emergency Calls for Service (Priority 1)

The OPS 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 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 assistance call. In the first quarter, the police service received 783 calls for service classified as Priority 1 compared to 767 from the same time period last year. The slight increase resulted from additional Paramedic Assistance and OAC Tiered response calls (36).

Priority 1 Response Performance

The Ottawa Police Service aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95 percent of the time. During the first quarter the organization responded to P1 calls within 15 minutes 93 percent of the time (-2%). There were 36 instances where the OPS did not meet the P1 performance objective. Nearly 75 percent of all P1 calls where an officer arrived on scene were related to OAC Tiered Response, Paramedic Assistance, and Ambulance Assistance. Subsequently these call types represent the majority of instances where the objective was not met.

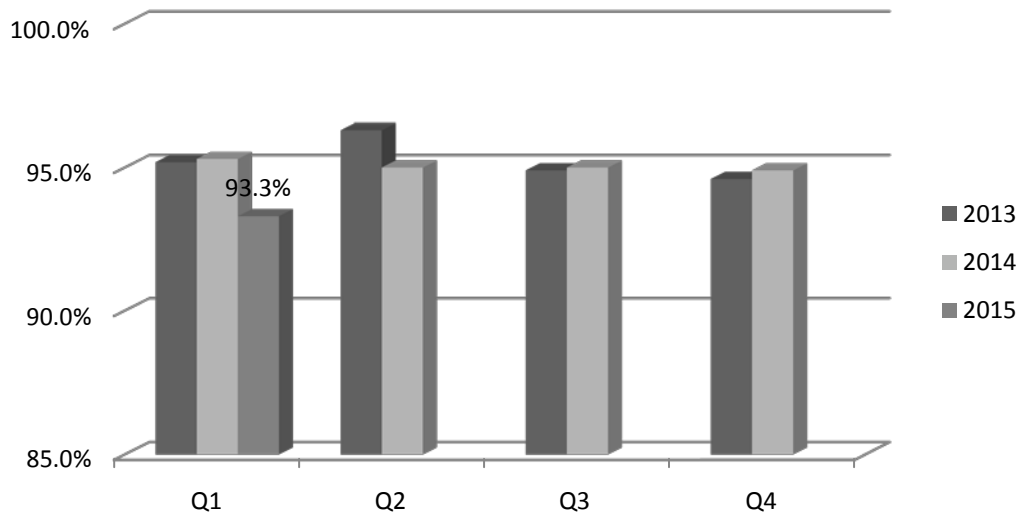


Figure 2: Priority1 Response Performance

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.

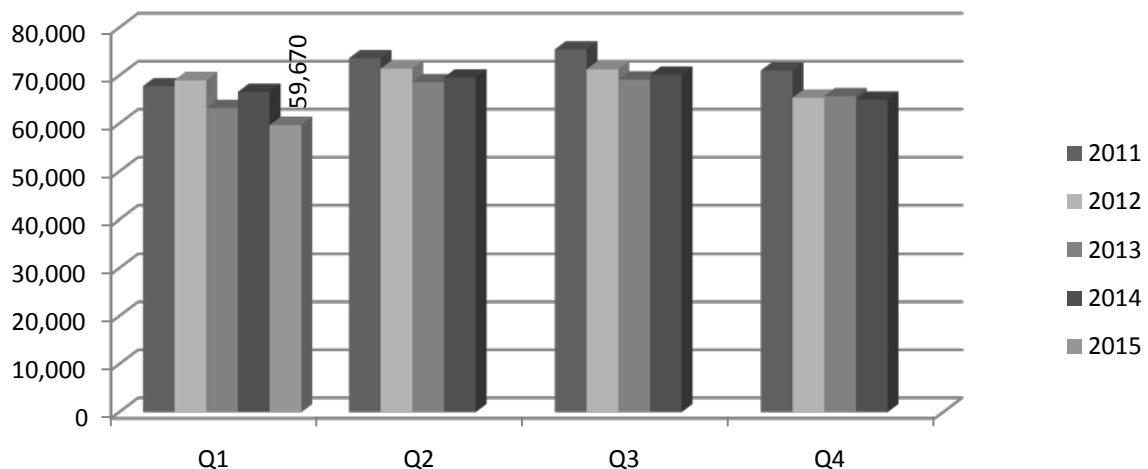


Figure 3: Service Time (Citizen Initiated, Mobile Response)

In the first quarter, service time declined by 10 percent to 59,670 hours from 66,326 hours from the same period last year. The 6,650 hour decline has pushed first quarter results below the five year average of 65,000 hours. This is partially attributable to property damage collisions being diverted to Collision Reporting Centres which has resulted in a 31 percent decline in service time related to those call types, or -3,000 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.

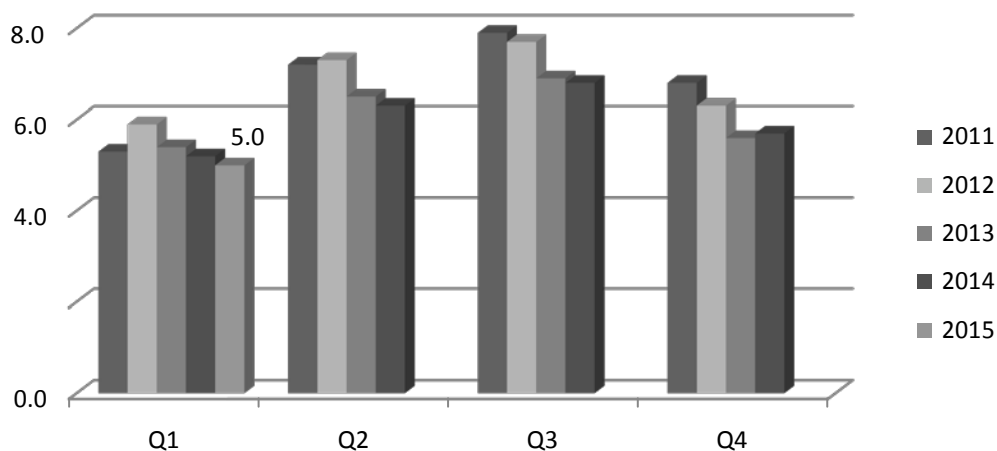


Figure 4: Number of Criminal Code Offences per Officer

In the first quarter, the number of offences handled per officer declined slightly (0.2) compared to the same time period last year. The continued decline is the result of fewer Criminal Code of Canada offences (-252) and staffing levels remaining static.

CONSULTATION

The performance metrics presented in this report and subsequently forwarded to Council are part of the Performance Measurement Framework developed with the assistance of a citizens' advisory panel. The metrics are also reported to the public by way of the Ontario Municipal Benchmarking Initiative (OMBI).

FINANCIAL STATEMENT

There is no financial impact from this report.

CONCLUSION

The Board will continue to receive performance updates as part of the Performance Monitoring Framework. Further development of the Framework is currently taking place under the Value priority (Goal 2.0) in the 2013-2015 Business Plan. Ottawa Police representatives will continue to serve on the OMBI Police Expert Panel, the national Police Information and

Statistics (POLIS) Committee, and other venues that contribute to the ongoing discussion, improvement, and transparency of police performance measures.

(Original signed by)

Charles Bordeleau
Chief of Police

Responsible for report: Superintendent Terrance Cheslock