



DATE: 27 July 2015

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

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

## **RECOMMENDATION**

**That the Ottawa Police Services Board receives 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 April 1 and June 30, 2015. Second 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 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.

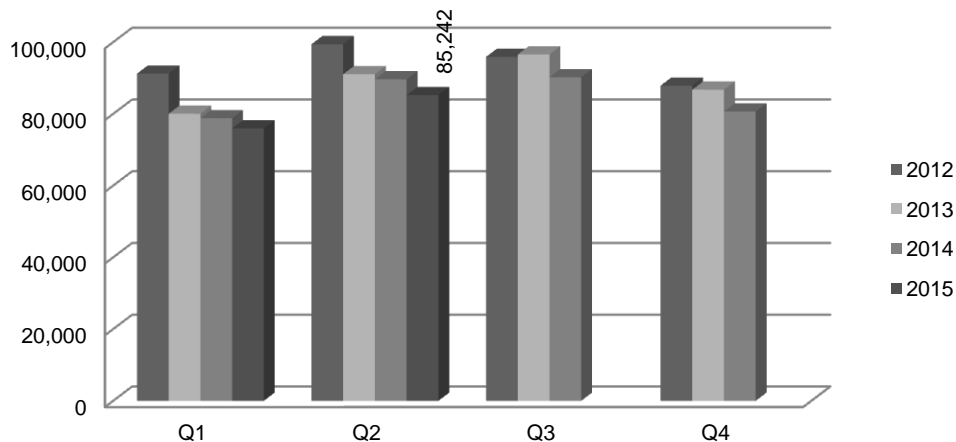


Figure 1: Total Calls for Service (All Priorities)

In the second quarter, the number of calls declined to 85,242 from 89,634 calls last year. This represents nearly -4,500 fewer calls (-5%). The decline was mainly driven by fewer 911 Activation Assessments (-2,400) and Traffic Stops (-2,000).

## 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 assistance call.

In the second quarter, the Police Service received 931 calls for service classified as P1 compared to 966 from the same time period last year. The decline resulted from fewer Paramedic Assistance, Collisions with Injuries and Disturbance calls compared to the same time period last year.

## 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 second quarter the organization responded to P1 calls within 15 minutes 94 percent of the time, a one percent decline compared to the same period last year. Over 80 percent of all P1 calls where an officer arrived on scene were

related to Paramedic Assistance. This is due to P1 calls involving a known imminent danger to life as described above.

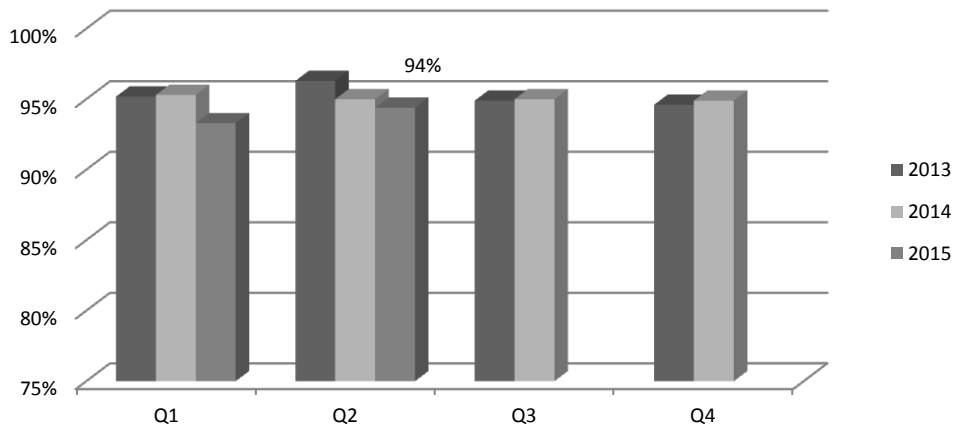


Figure 2: Priority 1 Response Performance

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.

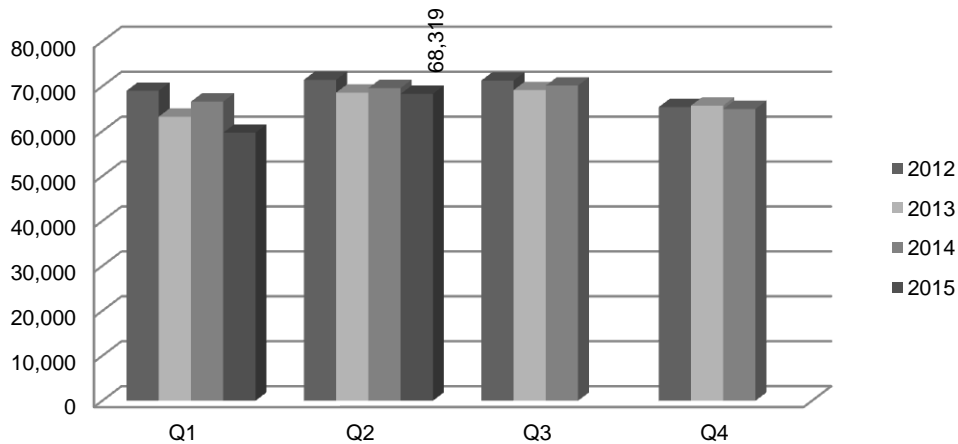


Figure 3: Service Time (Citizen Initiated, Mobile Response)

In the second quarter, service time declined nearly two percent to 68,319 hours from 69,609 hours (-1,300) from the same period last year. The decline is partially the result of fewer patrol officer hours spent responding to and dealing with Collisions.

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.

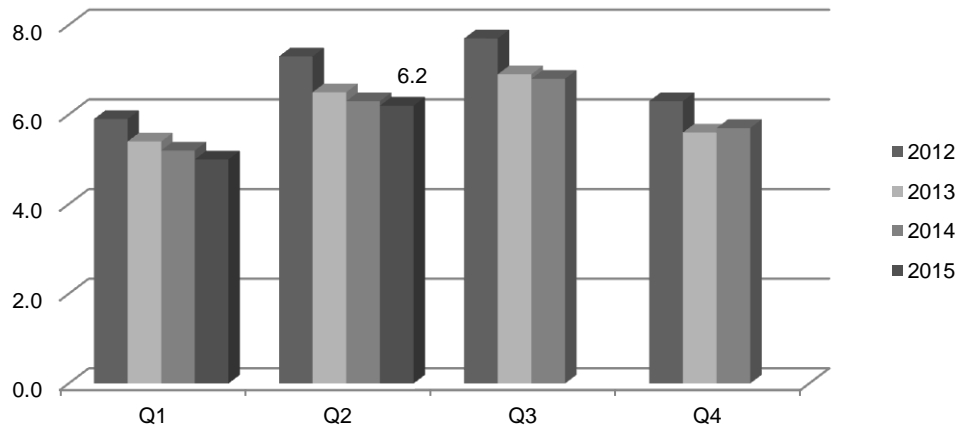


Figure 4: Number of Criminal Code Offences per Officer

In the second quarter, the number of offences handled per officer declined slightly by one percent compared to the same time period last year. The continued decline is the result of fewer Criminal Code of Canada offences (-67) 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