

Report to / Rapport au:

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

28 September 2020 / 28 septembre 2020

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

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SUBJECT: PERFORMANCE REPORT: SECOND QUARTER 2020

OBJET: RAPPORT SUR LE RENDEMENT : DEUXIÈME TRIMESTRE 2020

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

In accordance with 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 citizen-generated and officer-initiated calls for service.

Established in collaboration with the Citizen's Advisory Committee, the metrics provide insight into evolving demands for service and highlight service improvements as well as organizational achievements relative to service standards.

DISCUSSION

As part of the organization's 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 on a time series with a centre 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 April 1 and June 30, 2020 and reflects the impacts of COVID-19 pandemic on police operations.

Total Demand for Service – Calls & Online Reports

The OPS has received an average of 341,000 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.

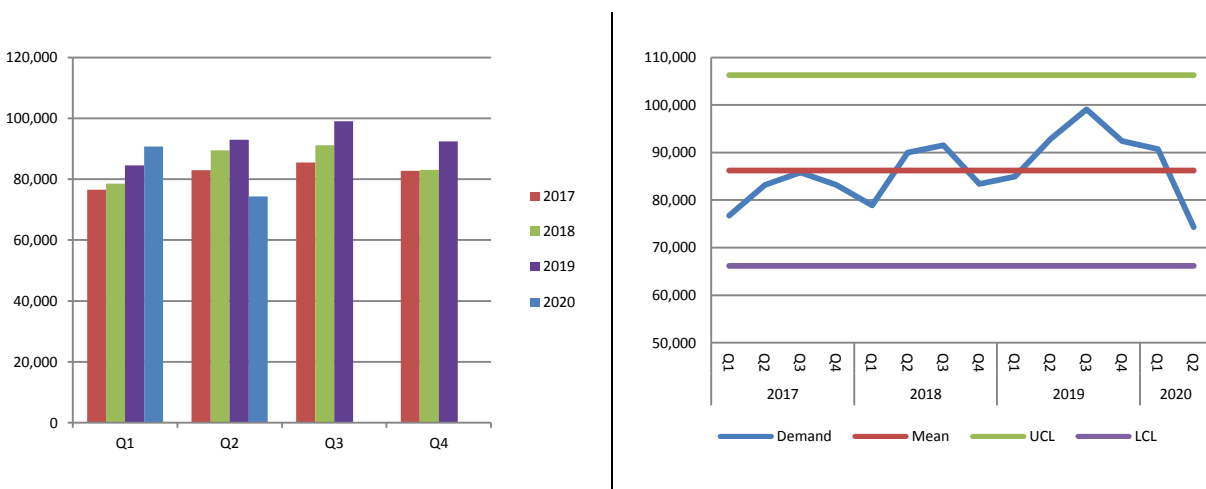


Figure 1: Total Demand for Service

In the second quarter, total demand for service was significantly impacted by the Provincial declaration of the state of emergency due to the COVID19 global pandemic.

With businesses, facilities providing recreational programs, public libraries, schools, child care centres, bars and restaurants, and performance venues required to close, residents stayed home other than for essential travel. The result was a 20 percent decline (-18,600) in demand for service compared to the same period last year.

Total calls entered into CAD fell by nearly 20 percent (-16,700) while reports received online dropped by nearly 30 percent (-1,800) by compared to the same in the previous year. With businesses closed, the decline in online reports was driven by fewer Theft Shoplifting and Theft \$5,000 and under incidents.

Note: Since the end of the second quarter demand for service has been trending upward. This is expected with the Government of Ontario’s gradual reopening plan for the Province. Results for July and August are in line with the historical five-year average. Analysis of the ongoing impact of the COVID19 global pandemic on demand will continue to be reflected in future reports.

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.

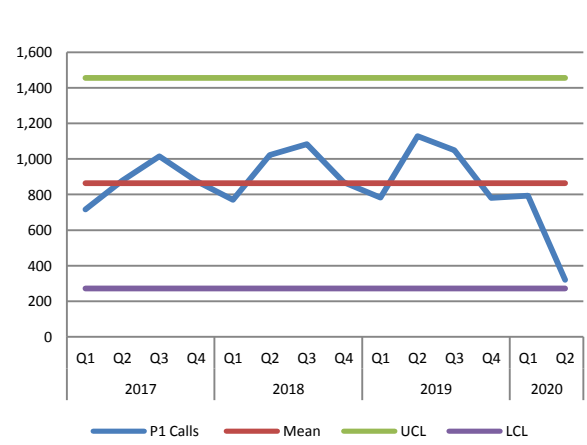
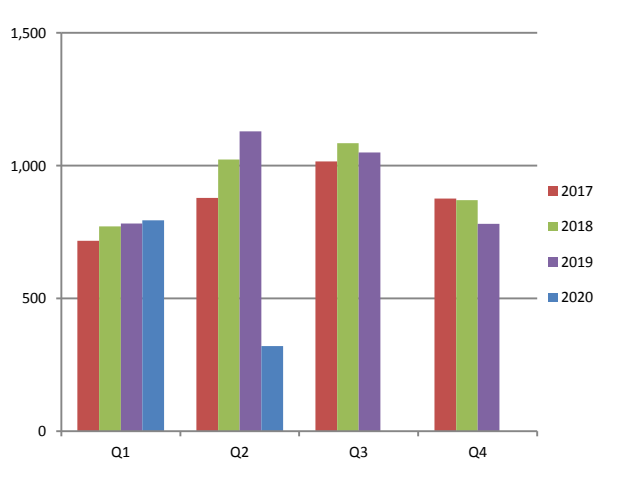


Figure 2: Priority 1 (P1) Calls for Service

In the second quarter the OPS received 320 Priority 1 calls, a 71% decline from the same period last year. This was the result of suspending the tiered response agreement between emergency services, reducing the need for police to attend certain call types. Due to the nature of P1 calls involving bodily injury or death, the majority of these calls (53%) are Paramedic Assistance or Tiered Response calls.

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 second quarter, the Service achieved the P1 response performance target by responding within 15 minutes 94 percent of the time. Of note, COVID-19 pandemic did not impact call response performance, either positively or negatively.

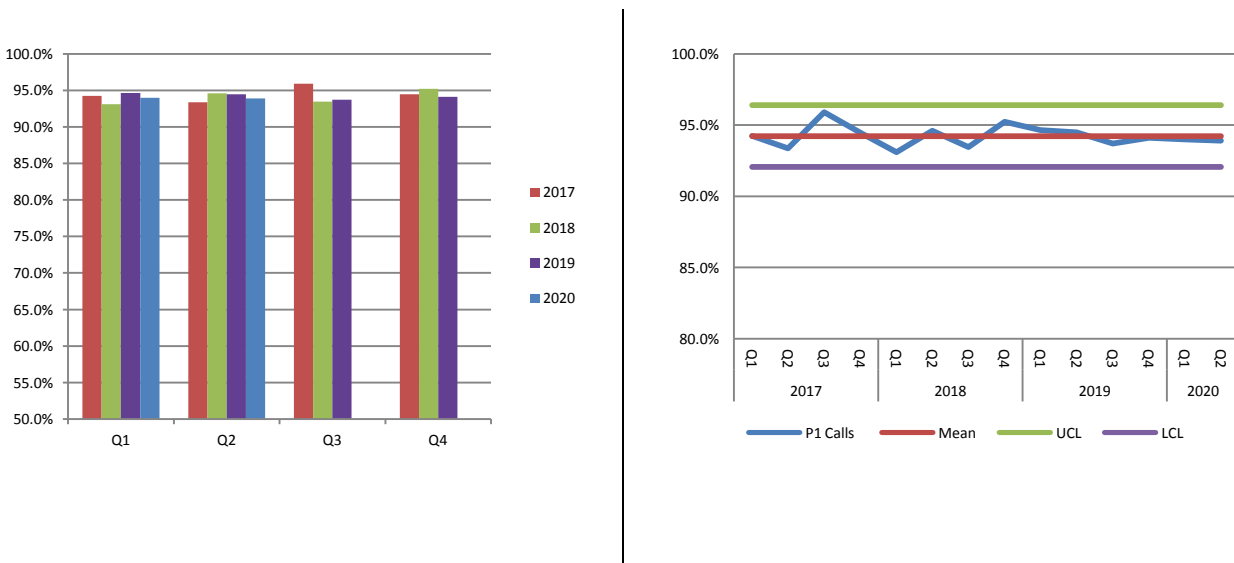


Figure 3: Priority 1 Response Performance (%)

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.

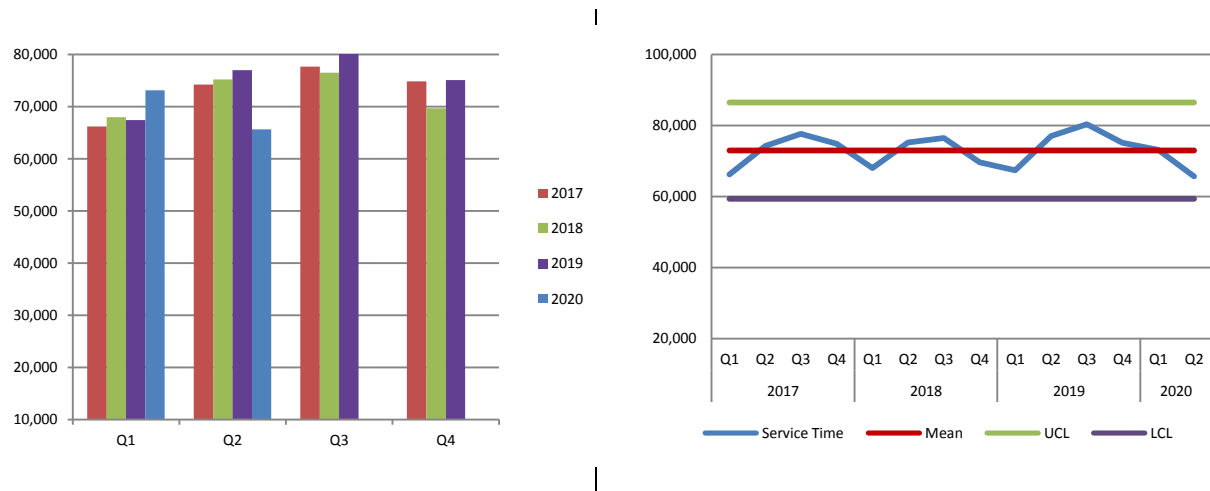


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the second quarter, Service Time declined by 14 percent (-11,300 hours) to 65,600 hours during the same period last year. The results were driven by fewer hours responding to Theft and Accident calls. However there were increases in service time responding to Disputes (19%) and Break and Enter calls from the public (29%).

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, and other community and public safety activities.

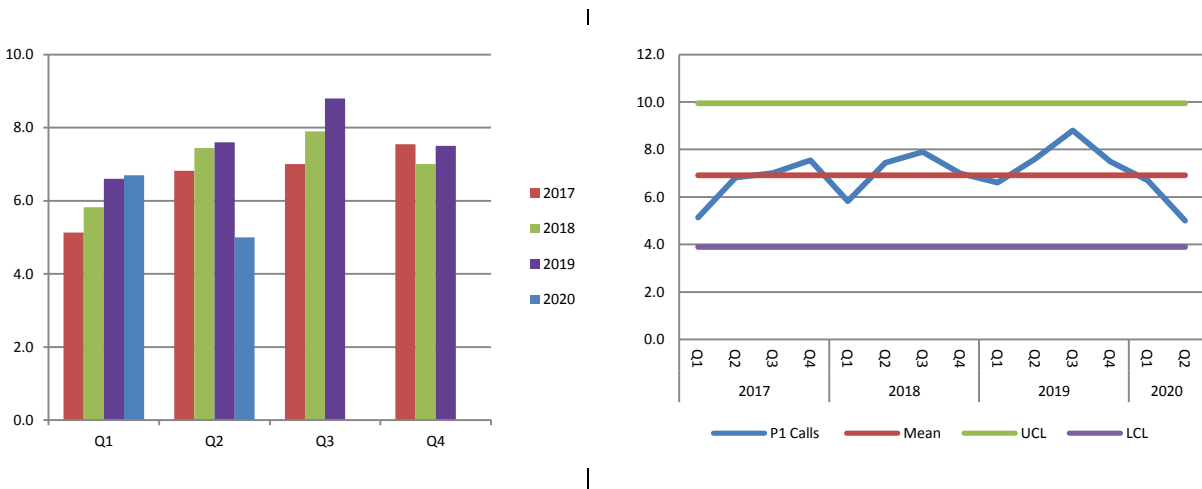


Figure 5: Number of Criminal Code Offences per Officer

In the second quarter, there were nearly five Criminal Code of Canada offences handled per sworn member. The decline in the number of criminal code offences per officer during this period is directly correlated to the decrease in overall reporting. In the second quarter there were 22 fewer crimes reported (2,000) relative to the same time period in 2019.

CONSULTATION

Not applicable

FINANCIAL IMPLICATIONS

Not applicable.

SUPPORTING DOCUMENTATION

Not applicable.

CONCLUSION

The impact of COVID-19 on police services across Canada has been significant, but varies by jurisdiction. The Canadian Centre for Justice Statistics (CCJS) recently released selected police-reported crime and call statistics for March-June 2020 period; the Ottawa Police contributed crime and call data as one of 17 large services reporting for the special release.

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 (CACCP) Police Information and

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