

**Report to / Rapport au:**

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

**26 February 2018 / 26 février 2018**

**Submitted by / Soumis par:**

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**SUBJECT: PERFORMANCE REPORT: FOURTH QUARTER 2017**

**OBJET: RAPPORT SUR LE RENDEMENT : TROISIÈME TRIMESTRE 2017**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board receives this report for information.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission des services policiers d'Ottawa reçoit ce rapport pour obtenir des informations.**

**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, 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 organization's 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 October 1 and December 31, 2017.

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

The OPS has received an average of 333,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

The total number of calls received by the OPS in 2017 fell by 3% to 312,500 calls. The decline was driven by fewer 9-1-1 calls determined to be non-emergencies, known as Alternative Response. The number of mobile response calls, those received from members of the public or self-initiated by officers, remained in line with previous results.

In an effort to improve service, the OPS has continued to expand online reporting capabilities. This online self-service has seen significant growth, from 1,700 reports received in 2014 to more than 16,000 last year.

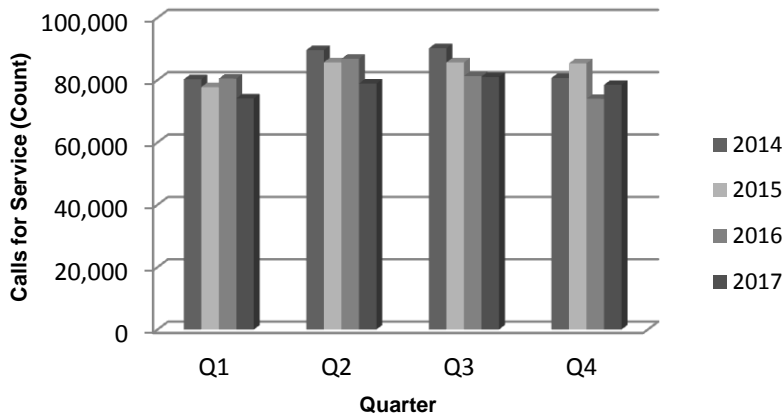


Figure 1: Total Calls for Service (All Priorities)

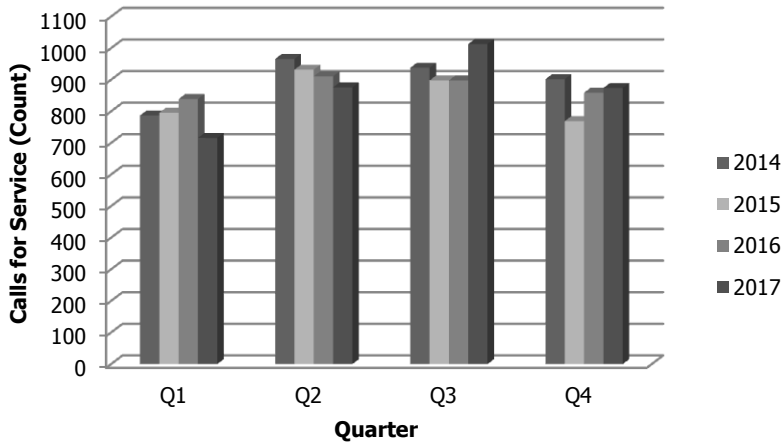
In the fourth quarter the total number of calls received by the OPS increased by 6% (4,500) compared to the same period in 2016, with approximately 78,500 calls for service. Nearly 73% of calls received required an on-scene police presence (57,900). Mobile Response calls, those requested by citizens or self-initiated by officers, grew by 5% during the quarter (2,700). This was driven by increased traffic stops, suspicious incidents, and unwanted person to be removed calls.

During this period, there were nearly 4,800 reports received online, an increase of 2,220 reports compared to the same period last year. This included increased reporting on Theft, Traffic Complaints, Fraud and Drug Complaints.

### 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.

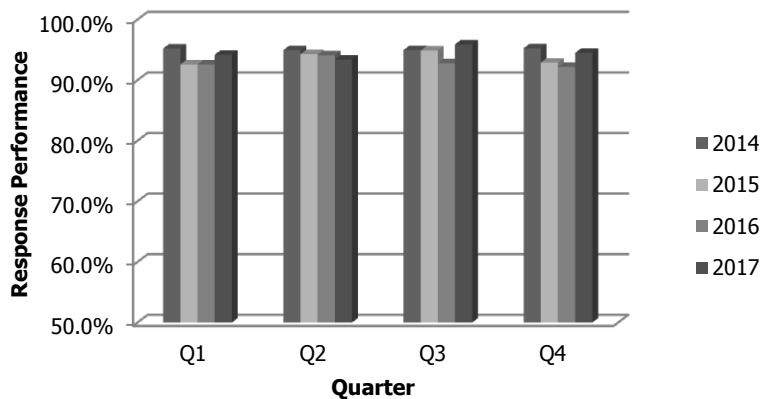


**Figure 2: Priority 1 (P1) Calls for Service**

In 2017, OPS received 3,500 calls classified as Priority 1, a slight decrease comparing to the previous year. Approximately 25% of those calls were received in the fourth quarter (870). This represents a 2% increase (15) compared to the same period in 2016.

### Priority 1 Response Performance

The OPS aims to respond to P1 calls for service within 15 minutes, 95% of the time. This performance standard was achieved in 2017, improving 2 percentage points from the previous year.



**Figure 3: Priority 1 Response Performance (%)**

In the fourth quarter OPS also achieved the response performance standard by arriving on scene within 15 minutes 95% of the time. This represents a nearly 3 percentage point improvement from Q4 2016 results.

### 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 behavior.

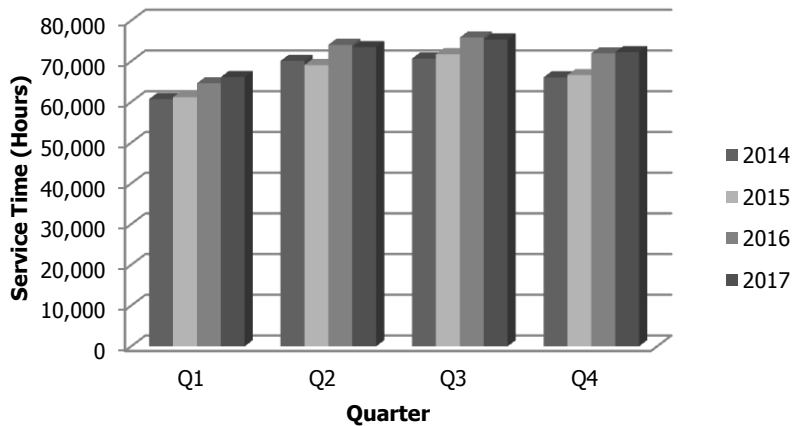


Figure 4: Service Time (Citizen Initiated, Mobile Response)

In 2017, service time increased by less than one percent to 287,000 hours. Similarly fourth quarter results remain consistent with the same time period in 2016. Although the overall level of effort remained in line with previous results in Q4, the volume of time spent responding to theft, missing persons, and partner dispute calls increased.

### 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.

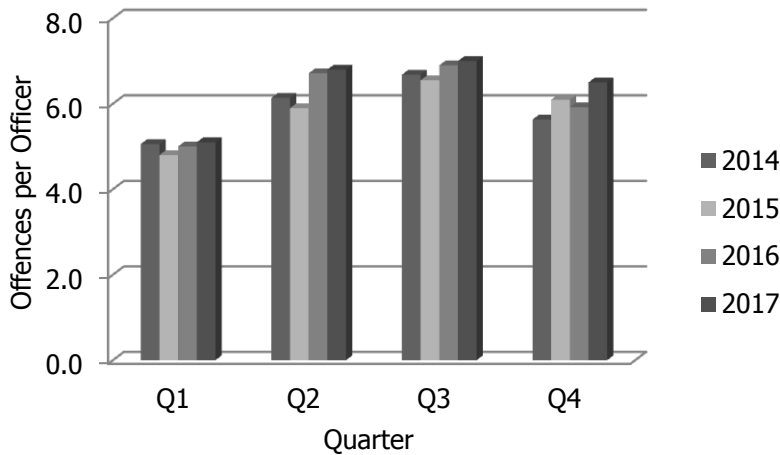


Figure 5: Number of Criminal Code Offences per Officer

The number of offences handled per officer increased by 9% in 2017 compared to the previous year. In the fourth quarter, the number of offences handled per officer increased to 6.5 offences compared to 5.9 offences per officer during the same period in 2016. The increase was driven by a rise in Criminal Code of Canada Offences across the City. The rise in criminal offences is the result of increased reporting through online and call centre methods.

## CONCLUSION

The Board will continue to receive quarterly performance updates as part of the OPS Performance Measurement Framework. 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.