

Report to / Rapport au:

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

30 May 2016 / 30 mai 2016

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: FIRST QUARTER 2016

OBJET: RAPPORT SUR LE RENDEMENT : PREMIER TRIMESTRE 2016

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

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, indicators are first presented to the Board, and then forwarded to the City of Ottawa for inclusion in the Semi-Annual Performance Report to Council.

DISCUSSION

As part of our commitment to measuring performance, the Ottawa Police continues to work with the City by providing selected metrics to be included in the 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, 2016. 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 Ottawa Police received an average of 358,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

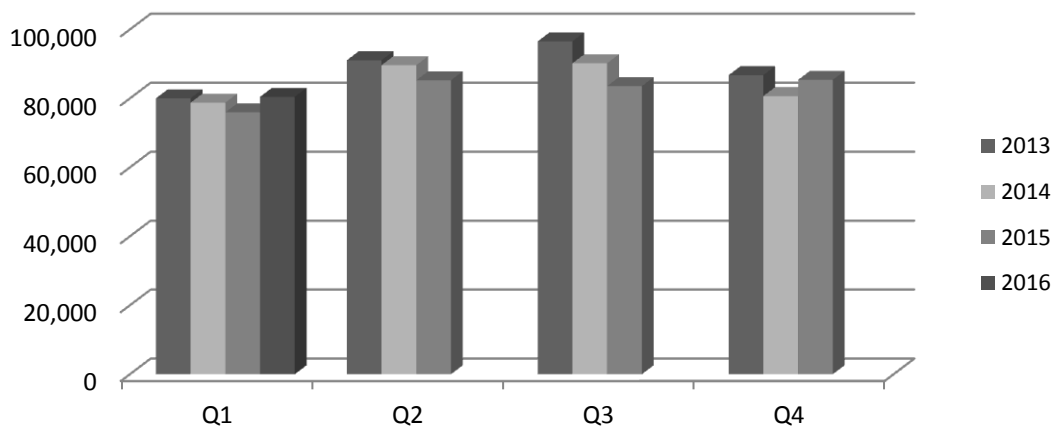


Figure 1: Total Calls for Service (All Priorities)

In the first quarter the OPS received 80,500 calls for service, an increase of nearly 4,500 (+6%) calls compared to the same period last year. The increase was primarily driven by a rise in Emergency 911 Activation Assessment calls (+23%). This resulted from an internal process change to capture 911 calls received from cell phones that were disconnected.

There was also an increase in Proactive Policing calls in areas impacted by gang activity (+800) and Traffic Stops (+850) compared to the same period last year.

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.

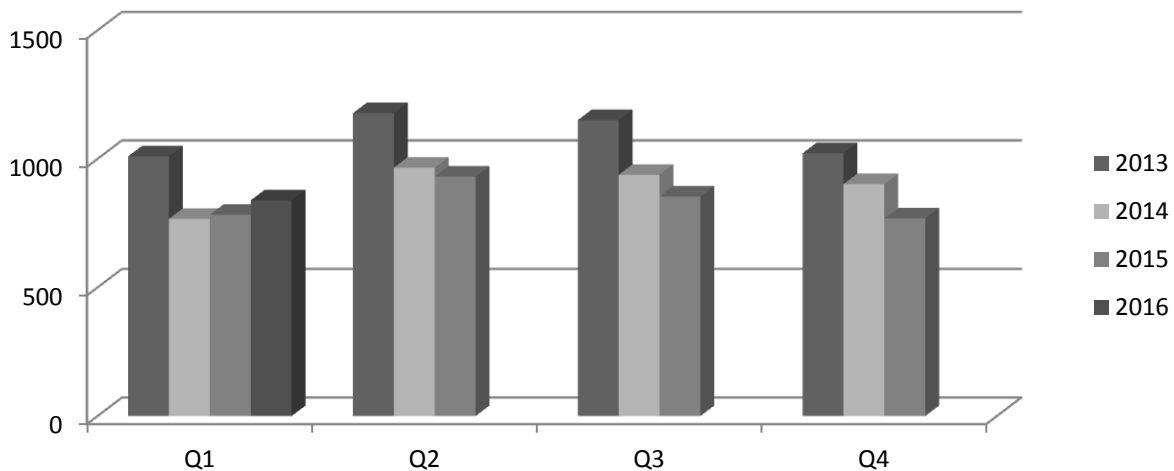


Figure 2: Citizen Generated Emergency Response Calls for Service

In the first quarter, the Ottawa Police received 850 P1 calls (+50) during the same period last year. The increase was driven by a rise in Tiered Response Calls received from the Paramedic Service (+31).

Priority 1 Response Performance

The OPS aims to respond to Priority 1 calls for service within 15 minutes, 95 percent of the time. During the first quarter, the organization responded to P1 calls within 15 minutes, 92 percent of the time. This represents a one percent decline compared to the same period last year. Nearly 65 percent of all P1 calls where an officer arrived on scene were related to Paramedic Assistance. Forty-five calls did not meet the P1 response performance objective in the first quarter.

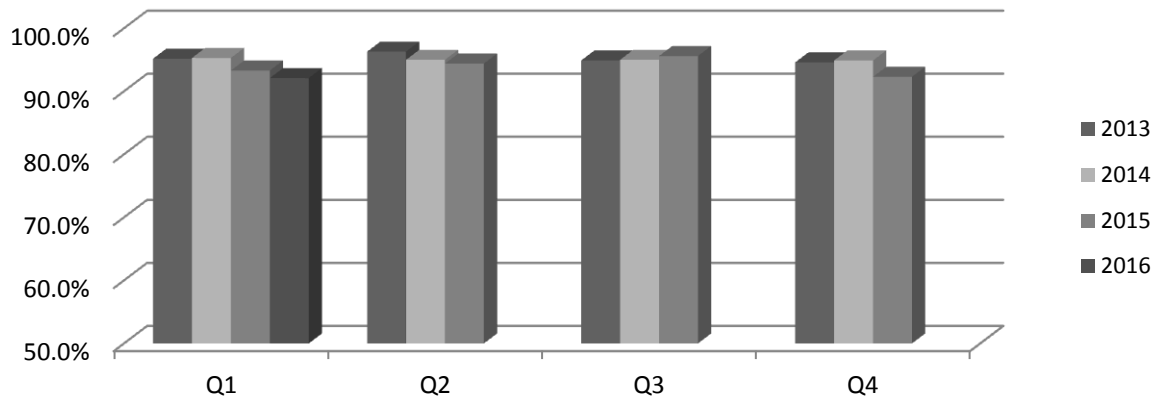


Figure 3: Priority 1 Response Performance

Service Time (Citizen-Initiated, Mobile Response Calls)

Service Time refers to the cumulative amount of time (hours) officers spend responding to and deal 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.

In the first quarter, service time increased by eight percent to 64,200 hours from 59,700 hours in the same period last year. Examples of calls requiring greater service time (hours) in the first quarter include: Partner Disputes (+831), Suspicious Incidents (+554), Paramedic Assistance (+437), Disturbances (+432), and Mental Health related incidents (+390).

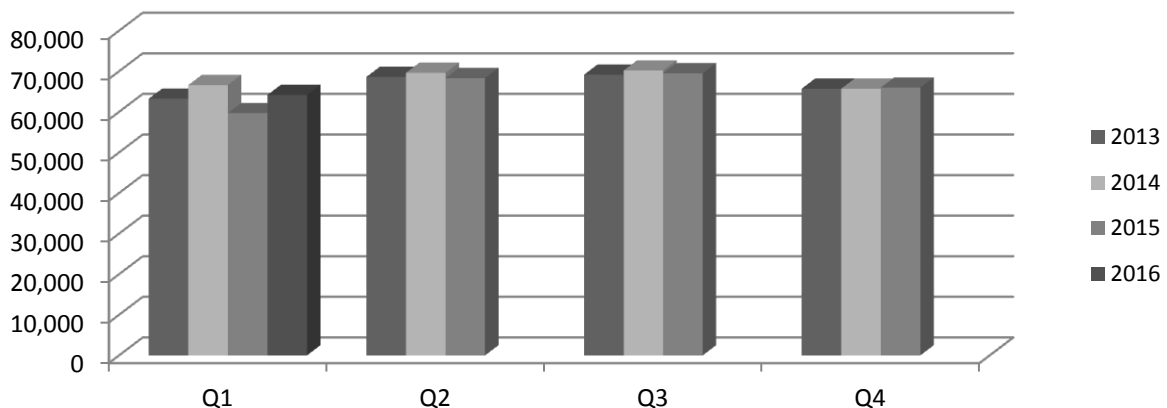


Figure 4: Service Time (Citizen Initiated, Mobile Response)

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.

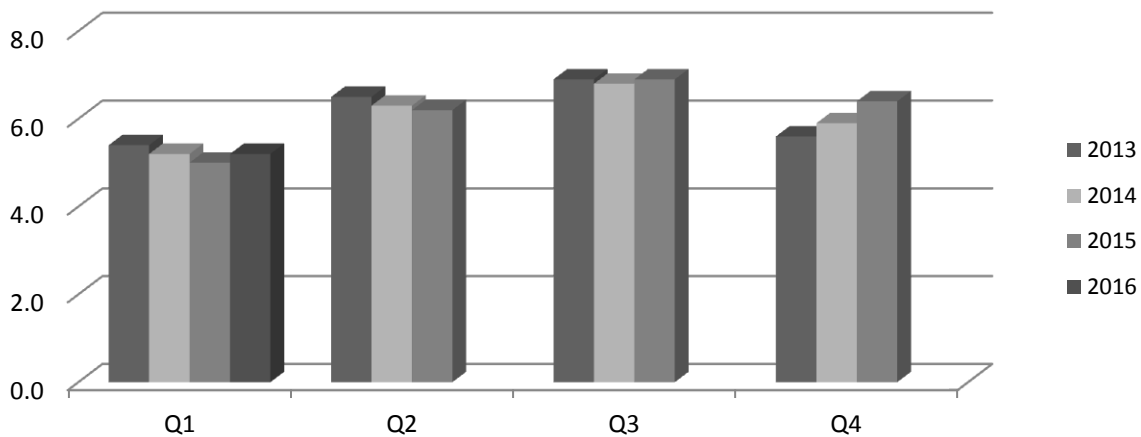


Figure 4: Number of Criminal Code Offences per Officer

In the first quarter, the number of offences handled per officer increased to 5.2 offences as compared to 5.0 offences per officer in the first quarter of last year. Compared to the same period last year, there were 400 more Criminal Code of Canada Offences driven by a seven percent increase in Property Crimes.

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the Performance Measurement Framework. Further development of the framework will continue under the Service priority (Goal S3) in the 2016 to 2018 Business Plan. Ottawa Police representatives will continue to serve on the OMBI Police Expert Panel, the Canadian Association of Chiefs of Police (CACP) Police Information and Statistics (POLIS) Committee, and the City of Ottawa Community of Practice in Performance Measurement and Strategic Planning. This will support the ongoing discussion, improvement, and transparency of police performance measures.