

Report to / Rapport au:

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

31 May 2021 / 31 mai 2021

Submitted by / Soumis par:

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

Contact Person / Personne ressource:

**Steve Bell, Deputy Chief Corporate Support / Député chef, support corporatif
*BellS@ottawapolice.ca***

SUBJECT: PERFORMANCE REPORT: FIRST QUARTER 2021

OBJET: RAPPORT SUR LE RENDEMENT : PREMIERE TRIMESTRE 2021

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

This report provides the Ottawa Police Services Board (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 an Ottawa-based citizen's advisory committee, the metrics provide insight into evolving demands for service, highlight service improvements, and outline organizational achievements relative to service standards.

DISCUSSION

The COVID-19 pandemic has had an unprecedented impact on the community safety and well-being of everyone in our Nation's Capital. This is reflected far beyond the

quantitative data in this report. The Ottawa Police Service (OPS) has worked in partnership with Ottawa Public Health (OPH) and a variety of city partners to achieve mutually desired public health and community resiliency outcomes. Many of these acts and contributions extend beyond the basic calls for service and crime statistics presented within this report, like community patrols, public education, and relationship-building through our Neighbourhood Resource Teams (NRTs).

With the vision of being a trusted partner in community safety, the OPS recognizes the traditional model of policing needs to change and evolve. To achieve this, the Service is relentlessly focused on the following three pillars:

1. **Public Trust** - to ensure our thinking, actions and systems will improve member trust and public trust.
2. **Duty of Care** – to demonstrate to the community, and one another, that we truly care for each other.
3. **Community Safety and Well-Being** – to work in partnership with the community to co-produce improved community safety and well-being outcomes.

As this approach is reflected in strategy and our operational priorities, it is becoming central to how the OPS measures and manages its effectiveness.

As part of the organizations 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 minutes, 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 to illustrate actual changes over time, whereas the control chart helps to depict the level of variation. Data in the control chart are plotted in a time series with a central line added as a visual reference for detecting shifts or trends. Limits, both Upper Control Limits/Lower Control Limits, are calculated from the data.

This Quarterly Performance Report covers the period between January 1 and March 31, 2021. This report compares Q1 data with the same period last year. This includes two months prior to the Provincial State of Emergency and associated public health measures under the Emergency Management and Civil Protection Act.

Total Demand for Service – Calls & Online Reports

The OPS has received an average of 340,000 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.

Compared to the previous year, demand for service declined by 9 percent to 314,000 requests in 2020. This represents 32,000 fewer calls received through the OPS dispatch system and 4,500 fewer reports made through online reporting (-19%).

Prior to the State of Emergency in Ontario due to the COVID-19 global pandemic, demand for service was on the rise. This started in 2019 and continued through the first quarter of 2020. With ongoing efforts to curb community transmission, demand for service has fluctuated with evolving public health measures. When businesses, facilities providing recreational programs, public libraries, schools, child care centres, bars and restaurants, and performance venues were ordered to close, demand naturally declined.

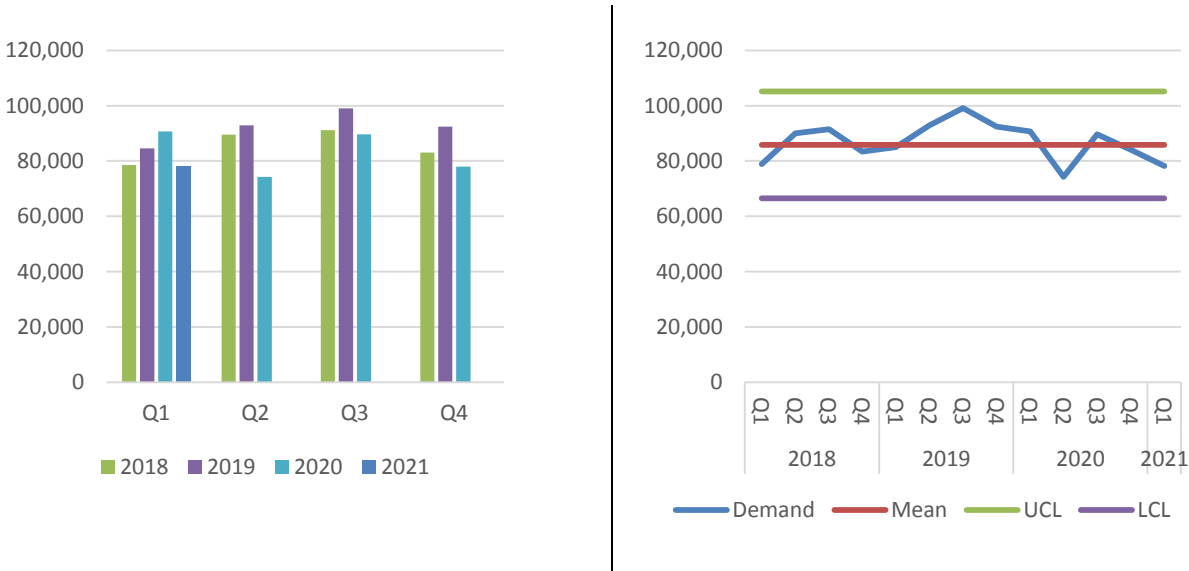


Figure 1: Total Demand for Service

In the first quarter of 2021 there was a 14 percent decrease (-12,400) in demand for service to 78,000 requests compared to the same period last year. It is important to note that the Provincial State of Emergency was not enacted until March 2020, and from January to February approximately 74,000 of these calls were entered into the OPS computer aided dispatch system (CAD) with another 4,000 received through online reporting.

Total calls requiring a mobile police response decreased by 14 percent through the first three months of 2021. This was driven by fewer traffic stops, collisions, and theft report

calls. During this period, online reporting also declined by 15 percent (730 reports). This was driven mainly by fewer reports of Theft Under \$5,000 (including shoplifting). Conversely, the number of reports of mail theft and parcel delivery continued to rise throughout the pandemic.

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 officer required assistance calls. On average, the Service receives 3,300 calls classified as P1 each year.

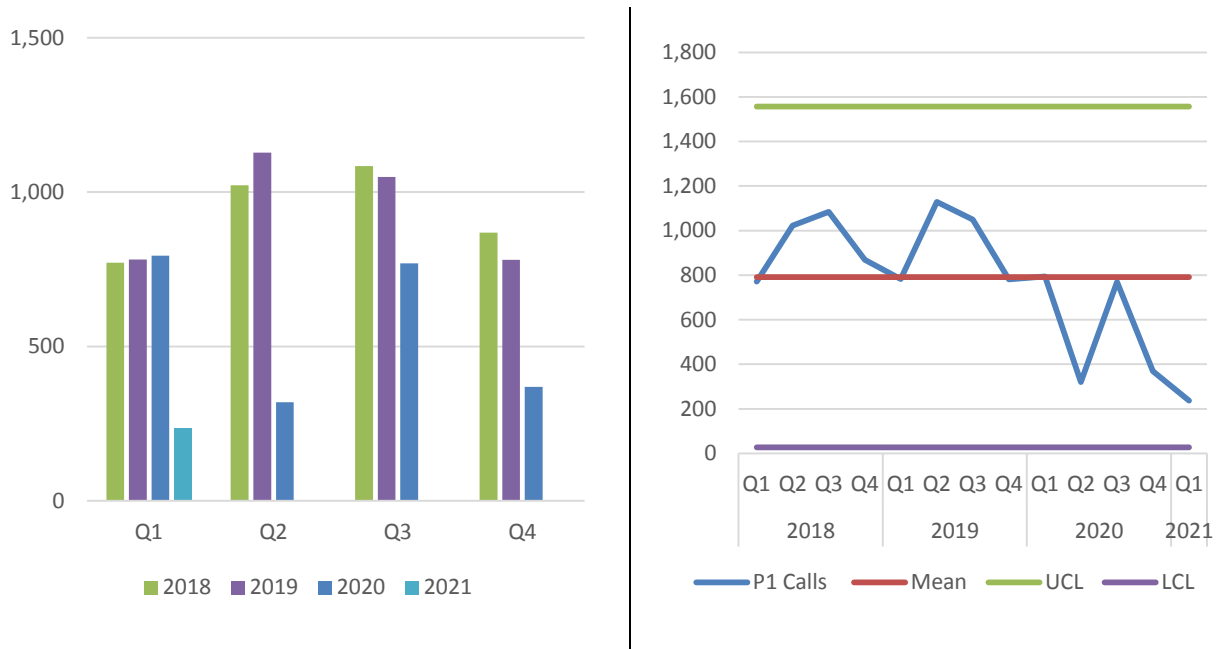


Figure 2: Priority 1 (P1) Calls for Service

In 2020, the OPS received 2,300 calls classified as P1, a 40% (-1500 calls) decline from the previous year. As a result of the pandemic, the tiered response agreement between emergency services was suspended in March to limit the spread of the virus in the community. The agreement was briefly reinstated at the end of July, which resulted in an increased number of emergency calls to police in the third quarter of the year. In the

fourth quarter, the agreement was suspended again with the return to Stage 2 of the Reopening of Ontario plan.

In the first quarter of 2020 the OPS received nearly 240 P1 calls, a 70 percent decline from the same period last year. Due to the nature of P1 calls involving bodily injury or death, most of these calls (55%) 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. In 2020, OPS achieved this performance standard.

There are many factors that impact 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 first quarter in 2021, the Service exceeded the P1 response performance benchmark by arriving on scene within 15 minutes 97 percent of the time.

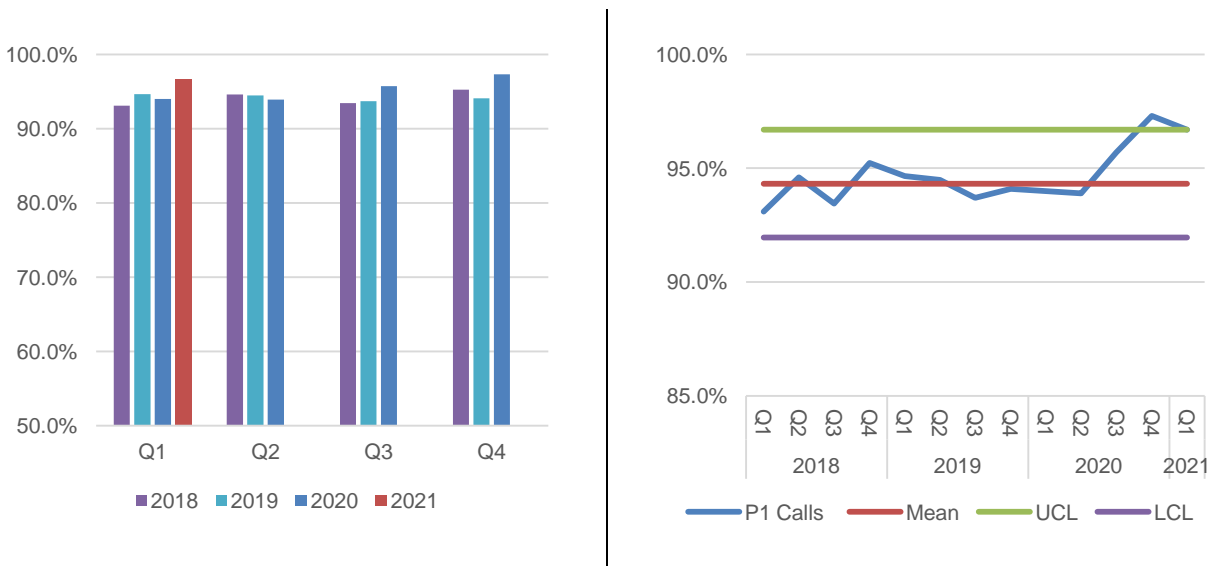


Figure 3: Priority 1 Response Performance (%)

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.

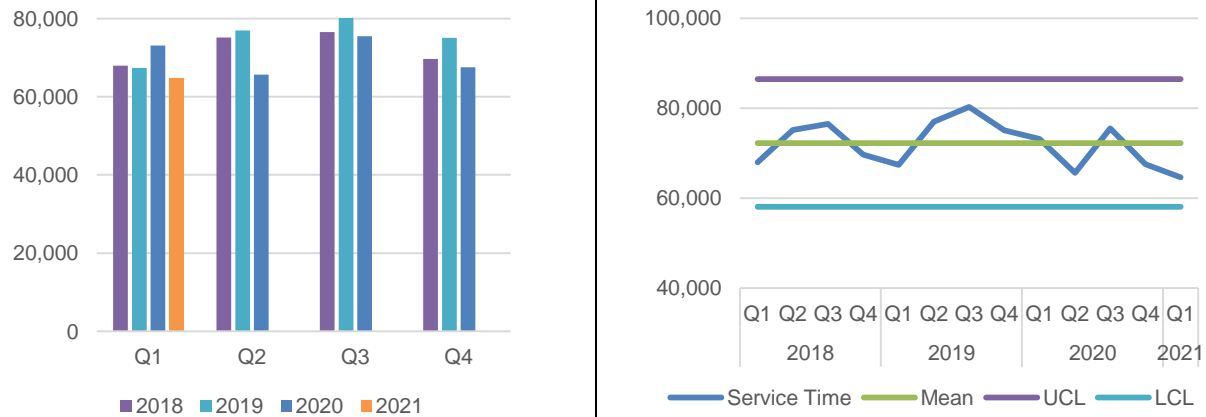


Figure 4: Service Time (Citizen Initiated, Mobile Response)

In 2020, service time declined by 6 percent to 282,000 hours compared to 300,000 hours during the previous year. Despite the decline last year, results are within 3 percent of the five-year average (290,000 hours) while considering the previously noted impact of the pandemic.

During the first quarter of 2021, service time decreased by 9 percent (-8,500 hours) to 64,650 hours compared to the same quarter last year. Some of the decrease is reflected in fewer calls including thefts, tiered response, collisions and robbery. However, during this period there was also greater effort spent responding to Mental Health Act, disturbances, suspicious incidents, disputes, wanted person(s) and stolen vehicle calls.

Number of Criminal Code Offences Handled per Police Officer

The number of reported Criminal Code of Canada (CCC) 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.

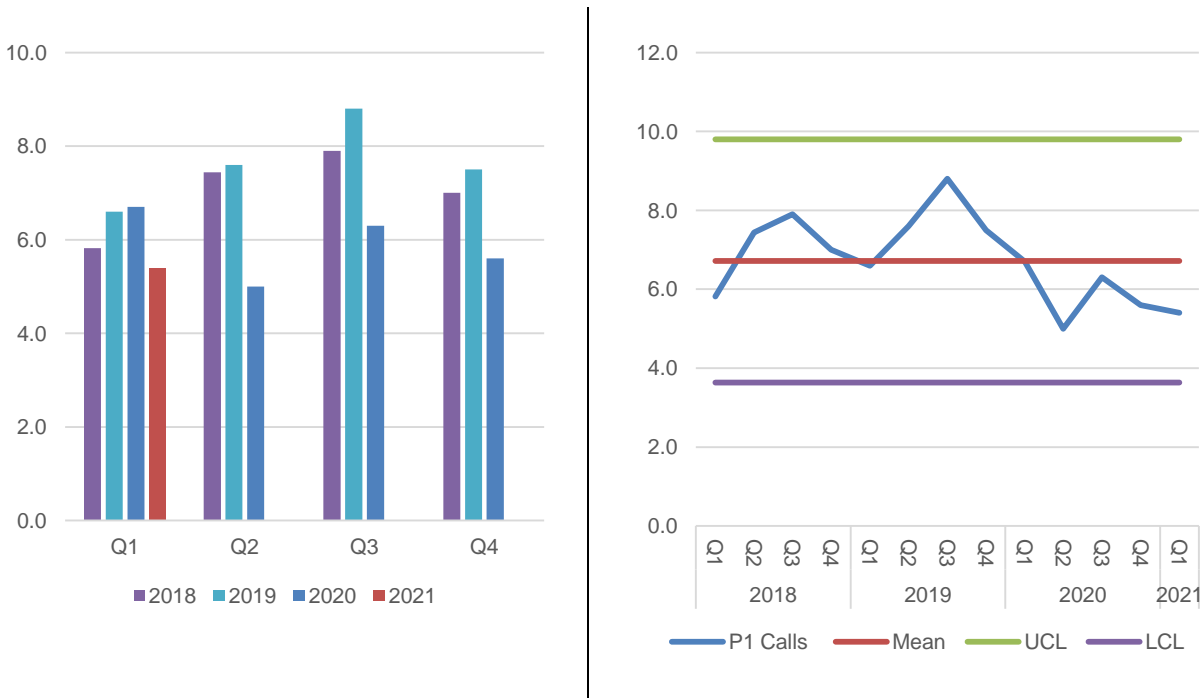


Figure 5: Number of Criminal Code Offences per Officer

The number of offences handled per officer decreased by 23 percent in 2020 compared to the previous year. This is the result of a 20 percent decline in the number of criminal offences reported year-over-year.

Results last year returned to pre-2017 levels; specifically, prior to enhancements made through the OPS Service Initiative to improve access to reporting online while diverting non-emergency calls from frontline operations. Despite this decrease, officers cleared 34 percent of all incidents, whether by charges laid or by other progressive means such as diversion techniques.

In the first quarter of 2020, there were nearly five CCC offences handled per sworn member, an 18 percent decline from the same period in 2020. This is the result of a 15 percent decrease (-1,400) in the number of reported crimes. As previously noted above, fewer offences, such as shoplifting, have driven the overall decline.

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the OPS' performance monitoring activities. The OPS also remains actively engaged with the International, Canadian, and Ontario Associations of Chiefs of Police. This supports the ongoing discussion, improvement, and transparency of police performance measures.