

Report to / Rapport au:

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

23 November 2020 / 23 novembre 2020

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: THIRD QUARTER 2020

OBJET: RAPPORT SUR LE RENDEMENT : TROISIÈME 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 July 1 and September 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.

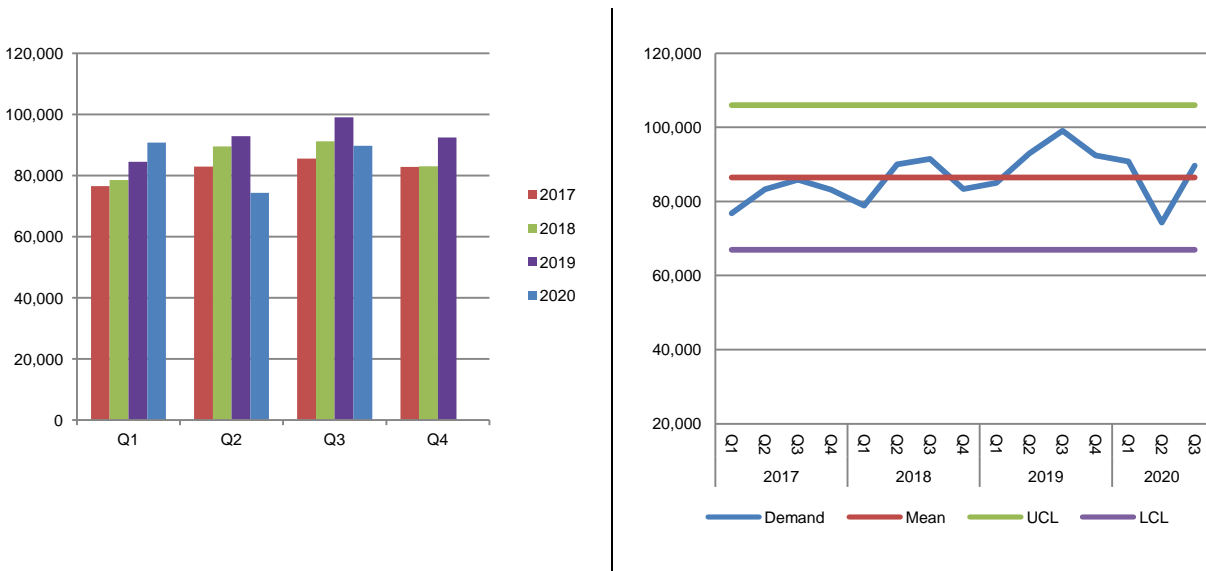


Figure 1: Total Demand for Service

In the third quarter, total demand for service is in line with the historical five-year average. This follows a second quarter where results were 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.

Relative to the same time period in 2019, requests for service have declined by about 10 percent (-9,500). Total calls entered into CAD fell by eight percent (-8,000), while reports received online dropped by 21 percent (-1,500). During this period, fewer thefts had the greatest impact on this trend.

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.

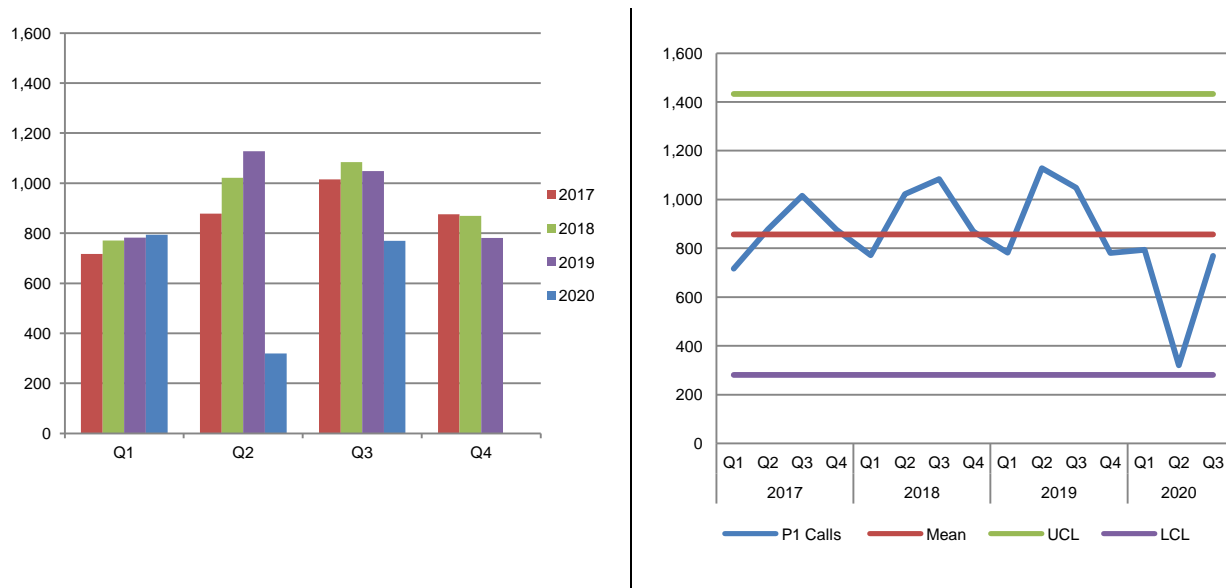


Figure 2: Priority 1 (P1) Calls for Service

As a result of the COVID19 pandemic the tiered response agreement between emergency services was suspended to limit the spread of the disease in the community.

In the third quarter, emergency calls to police have rebounded, yet have not fully returned to historical norms. While receiving over 750 Priority 1 calls in the last quarter a -26% decline from the same period last year. Due to the nature of P1 calls involving bodily injury or death, the majority of these calls (76%) 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 third quarter, the Service exceeded the P1 response performance target by responding within 15 minutes 96 percent of the time.

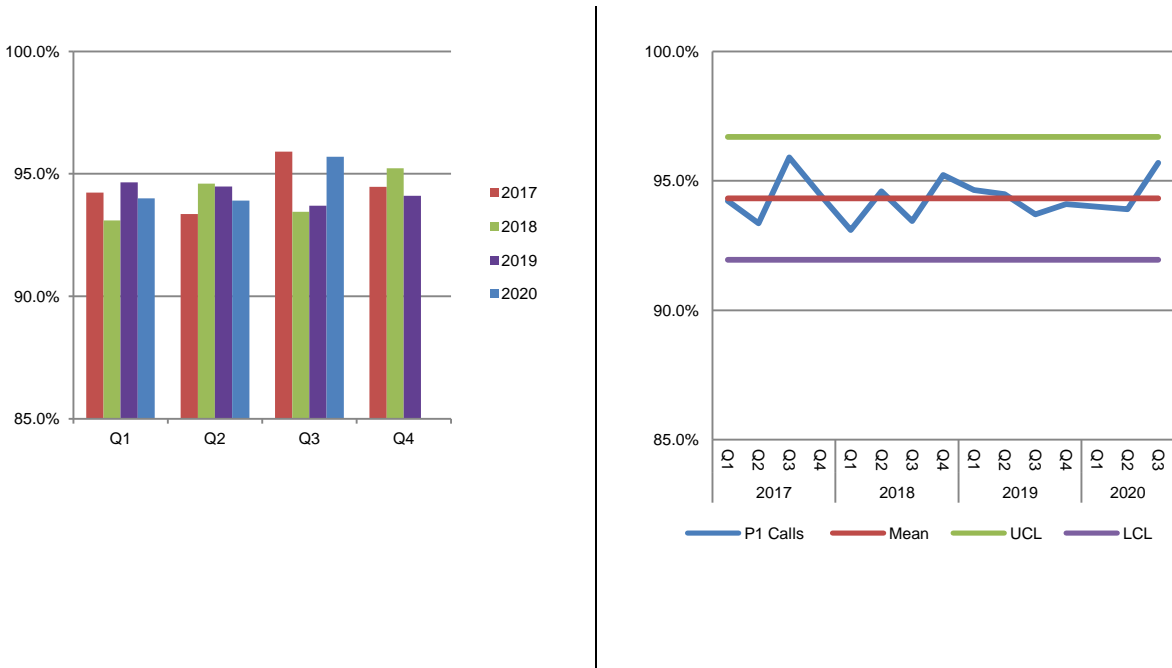


Figure 3: Priority 1 Response Performance (%)

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.

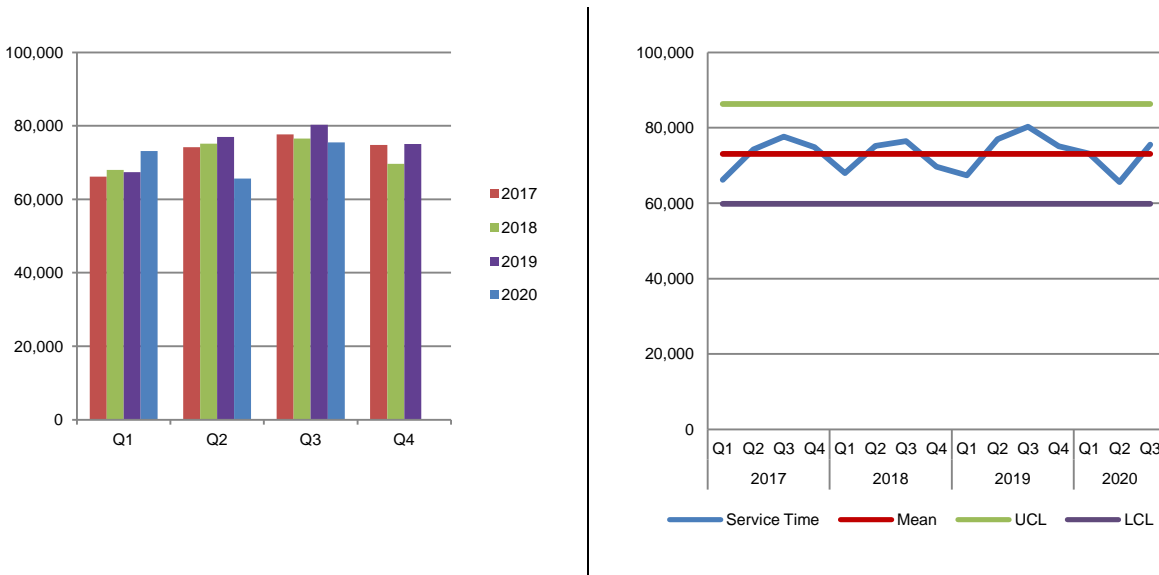


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the third quarter, Service Time declined by 6 percent (-5,000 hours) to 75,500 hours during the same period last year. The results were driven by fewer hours responding to Theft and Accident calls. However there were slight increases in service time responding to Disturbance and Requesting Police Assistance calls from the public (38%).

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.

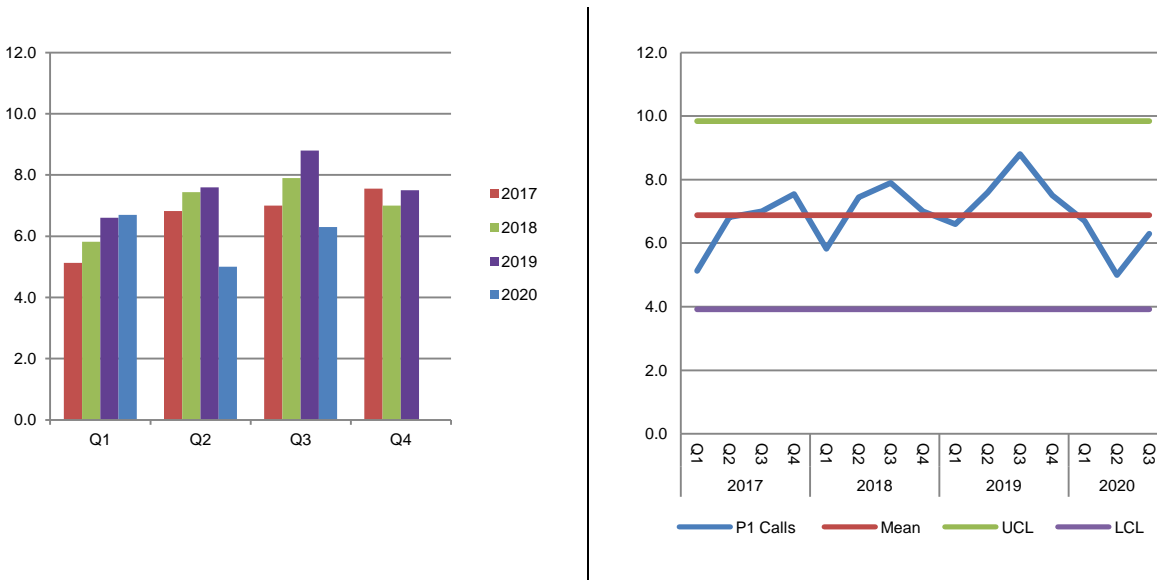


Figure 5: Number of Criminal Code Offences per Officer

In the third quarter, there were six Criminal Code of Canada offences handled per sworn member. The decline in the number of criminal code offences per officer during this period is correlated to the decrease in volume of reported crime. In the third quarter there was a -26% decline in number of offences reported relative to the same time period in 2019.

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-August 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 (CACP) Police Information and Statistics Committee (POLIS). This supports the ongoing discussion, improvement, and transparency of police performance measures.