

Report to / Rapport au:

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

23 October 2017 / 23 octobre 2017

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: THIRD 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 and 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 July 1 and September 30, 2017.

Total Calls for Service – All Priorities

The OPS has received an average of 345,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

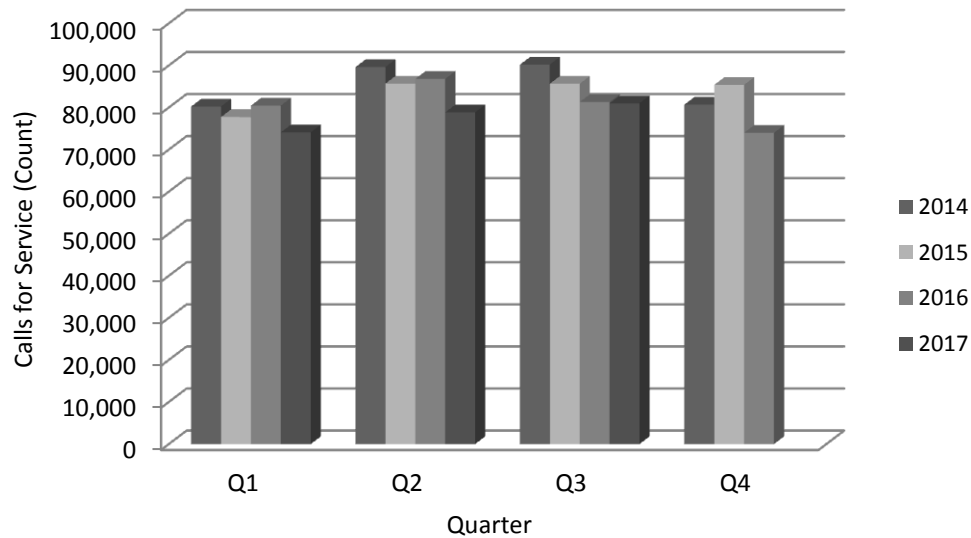


Figure 1: Total Calls for Service (All Priorities)

In the third quarter the total number of calls entered into the Computer Aided Dispatch (CAD) System remained consistent with 2016 levels of approximately 81,000 calls for service.

Nearly 76% of the calls received required an on-scene police presence (61,300). Mobile Response calls, those received from members of the public or self-initiated by officers, grew by 4% during the quarter (+2,500). The increase may be attributed to the removal of unwanted persons, theft, paramedic assistance and partner dispute calls.

There were also nearly 4,800 reports received online, an increase of 1,800 reports compared to the same period last year. This included increased reporting on Theft, 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.

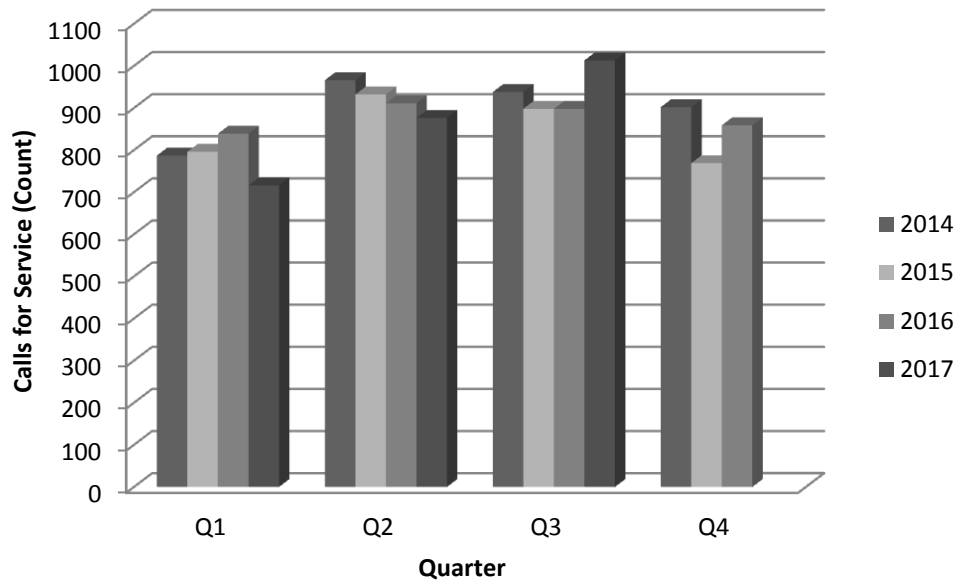


Figure 2: Priority 1 (P1) Calls for Service

In the third quarter the OPS received 1,000 calls classified as P1 compared to 900 calls during the same period last year. This represents nearly 13% increase compared to the same period last year. This increase was driven by Paramedic Assistance and Tiered Response calls.

Priority 1 Response Performance

The OPS aims to respond to P1 calls for service within 15 minutes, 95% of the time. In the third quarter, the OPS exceeded this response performance standard, arriving on scene within 15 minutes 96% of the time. Nearly 78% of all P1 calls where an officer arrived on scene were related to Paramedic Assistance and Tiered Response.

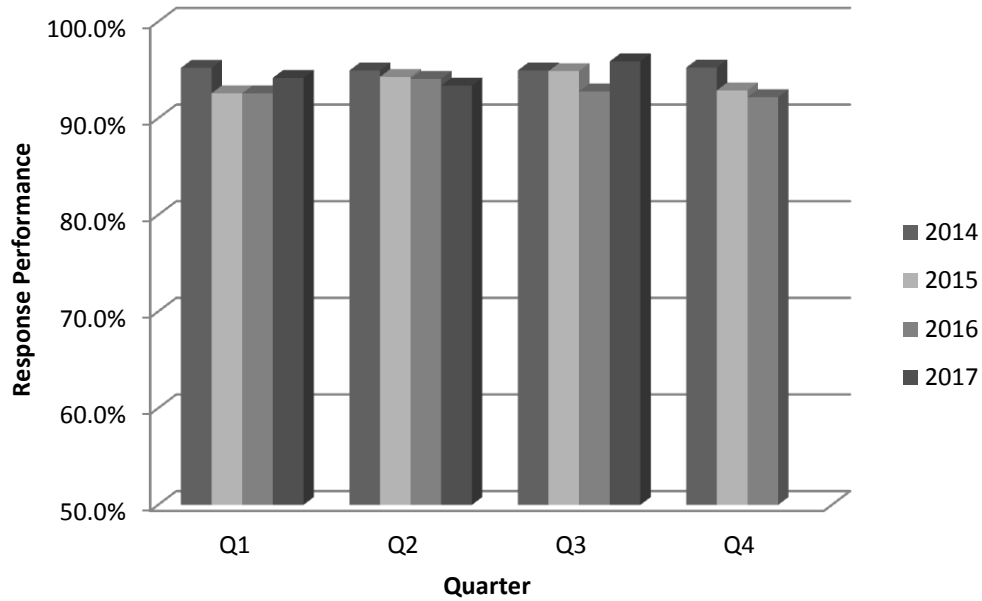


Figure 3: Priority 1 Response Performance (%)

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.

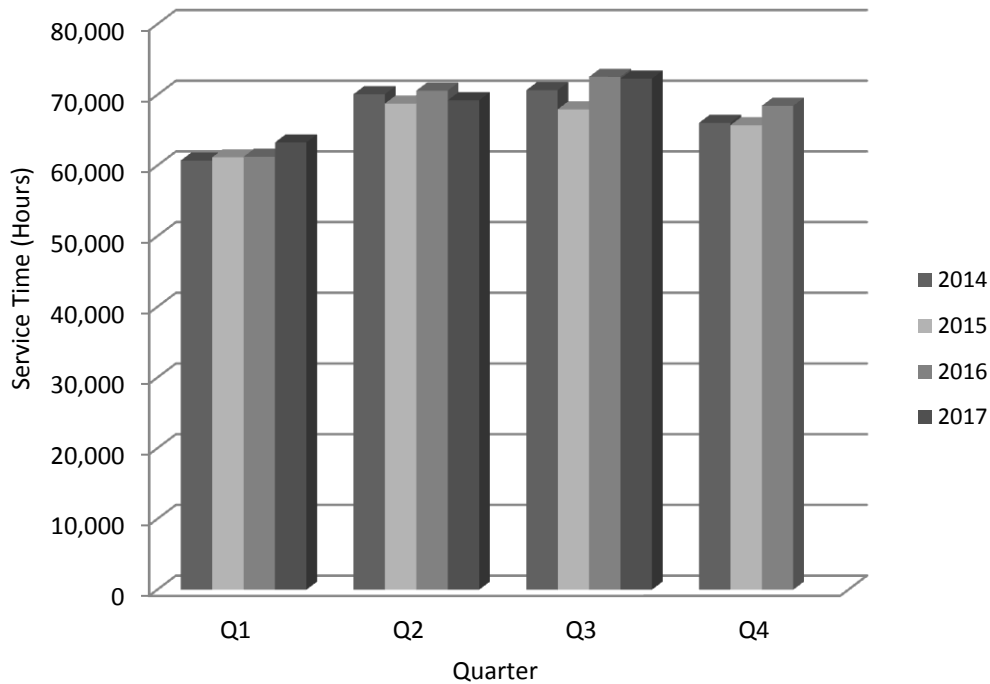


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the third quarter, Service Time decreased by less than one percent to 72,300 hours from the same period last year. Although there has been some minor variation in the third quarter over the past five years, service time has remained relatively constant.

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.

In the third quarter, the number of offences handled per officer increased slightly to 7.0 offences per officer. This was a 2% increase from the same period last year and was driven by a 4% percent rise in *Criminal Code of Canada* Offences across the City (360).

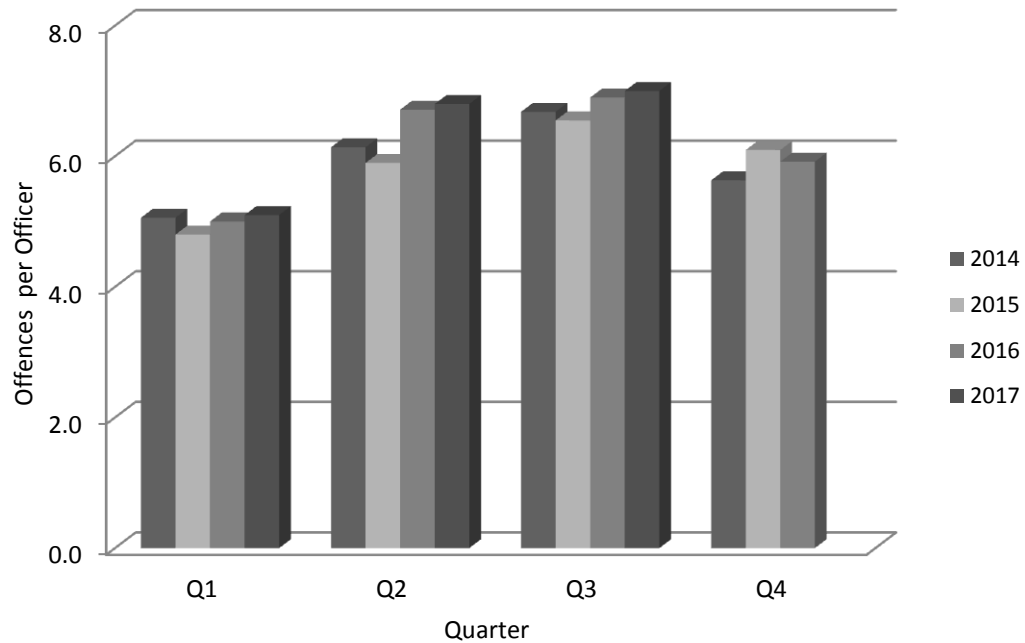


Figure 5: Number of Criminal Code Offences per Officer

CONCLUSION

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