

Report to / Rapport au:

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

24 April 2017 / 24 avril 2017

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: FIRST QUARTER 2017

OBJET: RAPPORT SUR LE RENDEMENT : PREMIER 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 City of Ottawa has advised the Municipal

Benchmarking Network of Canada (MBN Canada) Board of its 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 organizations 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 **January 1 and March 31, 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.

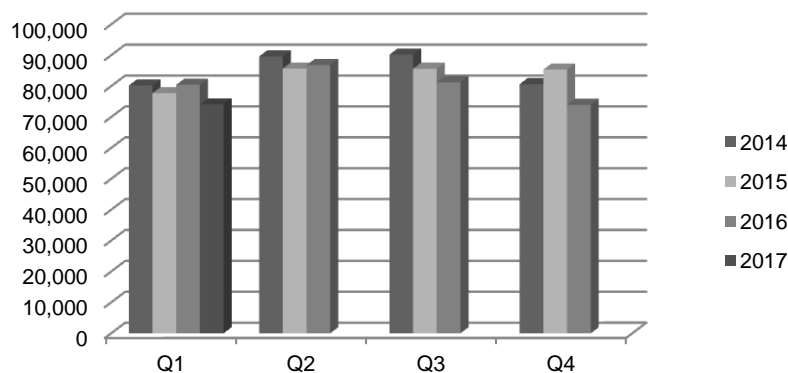


Figure 1: Total Calls for Service (All Priorities)

In the first quarter the OPS received 74,100 calls for service, nearly 6,400 fewer calls (-8%) compared to the same period last year. The decline was driven by 4,700 fewer alternative response calls. Nearly 80% of total calls received in the first quarter required an on scene police presence (57,100).

The 1,600 fewer mobile response calls, included: -1,200 Traffic Stops (-8%), -400 By-Law Risk to Public (-71%), -280 Alarm calls (-6%). The declining trend of By-Law calls continues as calls to By-Law infractions not determined to have a serious public safety component are now referred to the City of Ottawa By-law Services.

A decline in calls was offset by an increase in incidents reported online. The OPS online reporting service has continued to grow during the first quarter as a result of the Service Initiative's Demand Management Project. Online reporting was implemented to use alternate resources to address non emergency calls. There were nearly 2,700 reports received online in the first quarter compared to 460 reports from the same period last year. This represents an increase of more than 2,000 reports, the result of increased reports of Theft < From Vehicle (340), Traffic complaints (300), Mischief to Property (180) and Theft < \$5000 (172). There were also 300 Fraud and 65 Drug complaints reported online since the OPS enabled these call types for online reporting during the first quarter.

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.

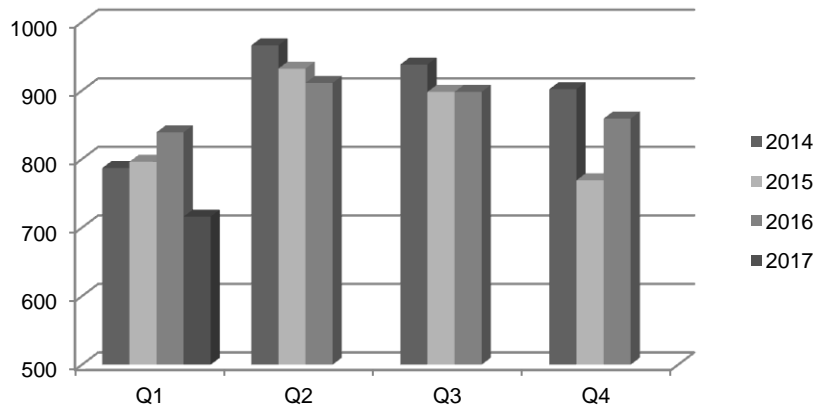


Figure 2: Priority 1 (P1) Calls for Service

In the first quarter the OPS received more than 700 calls classified as Priority 1. Compared to the same period last year, this represents a -15% decline or 123 fewer calls. This decrease was driven by fewer OAC Tiered Response calls (-16%).

Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95% of the time. During the fourth quarter, the OPS achieved this performance standard 94% of the time. This represents 2% improvement compared to the same period last year. Nearly 80% of all P1 calls where an officer arrived on scene were related to Paramedic Assistance and Tiered Response calls.

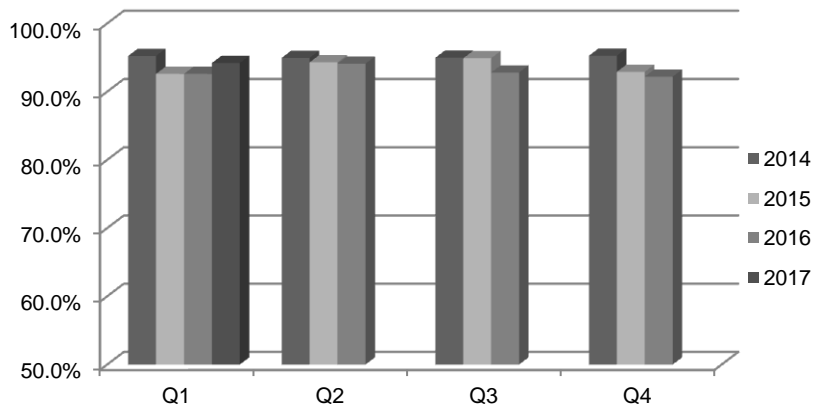


Figure 3: Priority 1 Response Performance (%)

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.

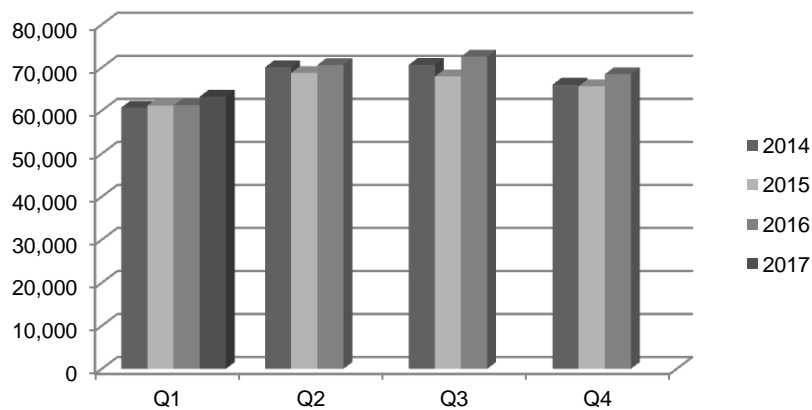


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the first quarter, Service Time grew by 3% to 63,300 hours compared to 61,250 hours from the same period last year. The increase in service time was mainly attributed to greater effort spent handling Suspicious Incidents (15%), Mental Health Act Incidents (19%) and Paramedic Assistance calls (14%).

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.

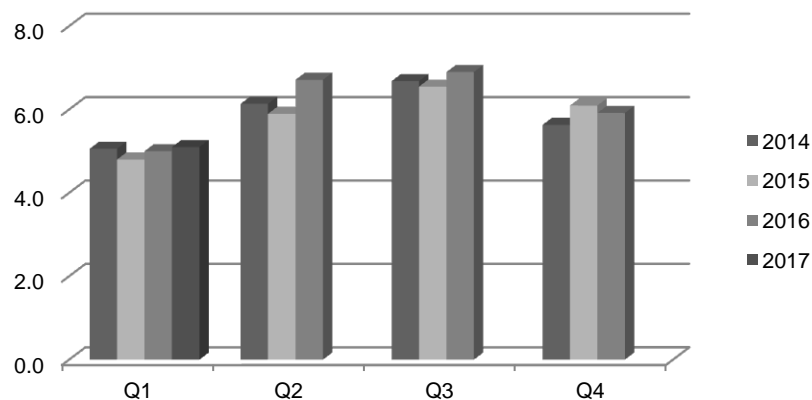


Figure 5: Number of Criminal Code Offences per Officer

In the first quarter, the number of offences handled per officer grew slightly by 2% from the same period last year. This was driven by a 4% increase in Criminal Code of Canada Offences across the City during this period (290).

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.