

Report to / Rapport au:

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

25 July 2016 / Choisir la date de la reunion.

Submitted by / Soumis par:

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SUBJECT: PERFORMANCE REPORT: SECOND QUARTER 2016

OBJET: RAPPORT SUR LE RENDEMENT : DEUXIÈME 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 Municipal Benchmarking Network Canada (MBN-Canada) and the Municipal Performance Measurement Project (MPMP).

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 April 1 and June 30, 2016.

Total Calls for Service – All Priorities

The Ottawa Police has received an average of 359,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means. Year-to-date the number of calls has risen by 2% or 3,275 calls, to nearly 167,000 calls. Despite the small increase the volume remains below the five year average of 177,000.

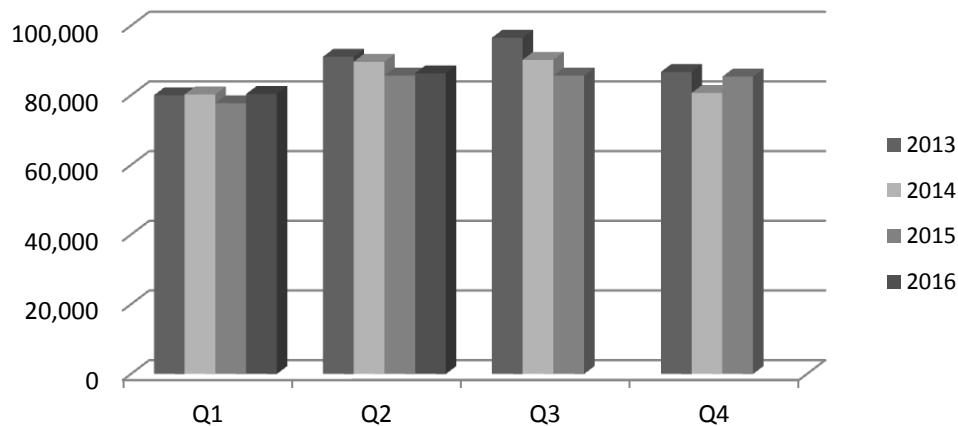


Figure 1: Total Calls for Service (All Priorities)

In the second quarter the OPS received 86,326 calls for service, a decrease of -626 calls (-1%) compared to the same period last year. This decrease was mainly driven by a -542 fewer decline in Lost Property calls (-80%) as a result of a revised policy where OPS will no longer take reports for lost property unless there is a known external serial number or distinct marking or if the item presents a threat to public safety. There were also a -451 fewer (-60%) in By-Law Risk To Public calls. This decrease was driven by a revised response protocol to By-Law calls whereby all calls for service pertaining to By-Law infractions, which are not determined to have a serious public safety component, are now referred to the City of Ottawa By-law Services.

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.

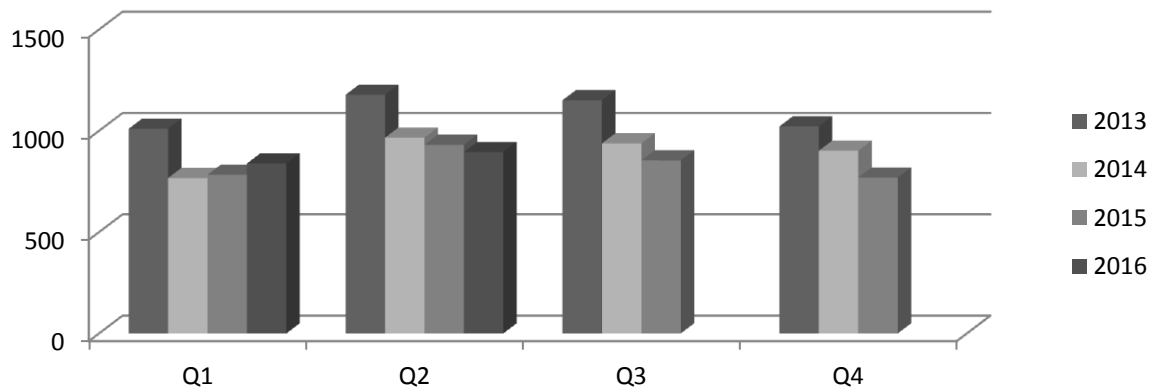


Figure 2: Citizen Generated Emergency Response Calls for Service

In the second quarter, the Ottawa Police received 911 emergency calls, a -2% decrease (-21 calls) compared to the same period last year. This was mainly driven by fewer Paramedic Assistance calls (-38). There were also -15 fewer Mental Health Act calls during this period.

Priority 1 Response Performance

The OPS aims to respond to Priority 1 calls for service within 15 minutes, 95% of the time. During the second quarter, the organization achieved the P1 standard, improving by 1% when compared to the same period last year.

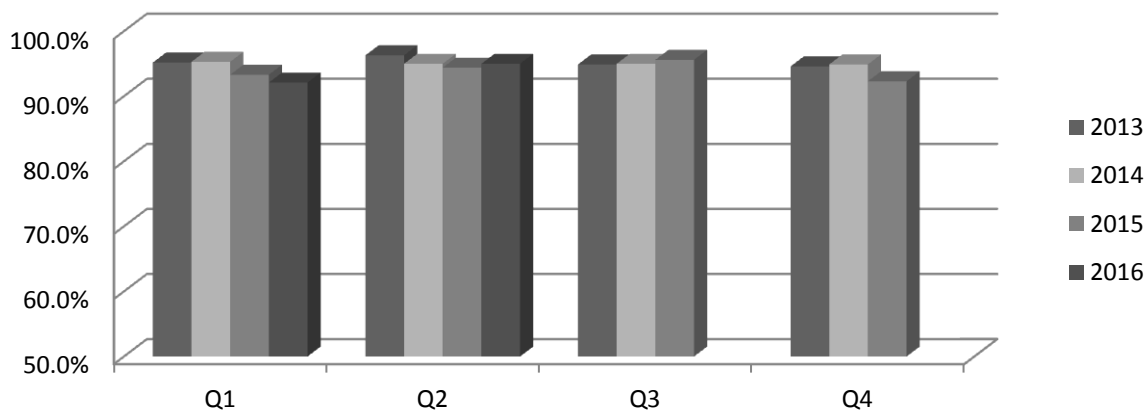


Figure 3: Priority 1 Response Performance

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 second quarter, service time increased by 5% to 71,994 hours from 68,321 hours in the same period last year. During this period mental health calls, gun related calls, intoxicated driving, and thefts contributed to the increase in effort.

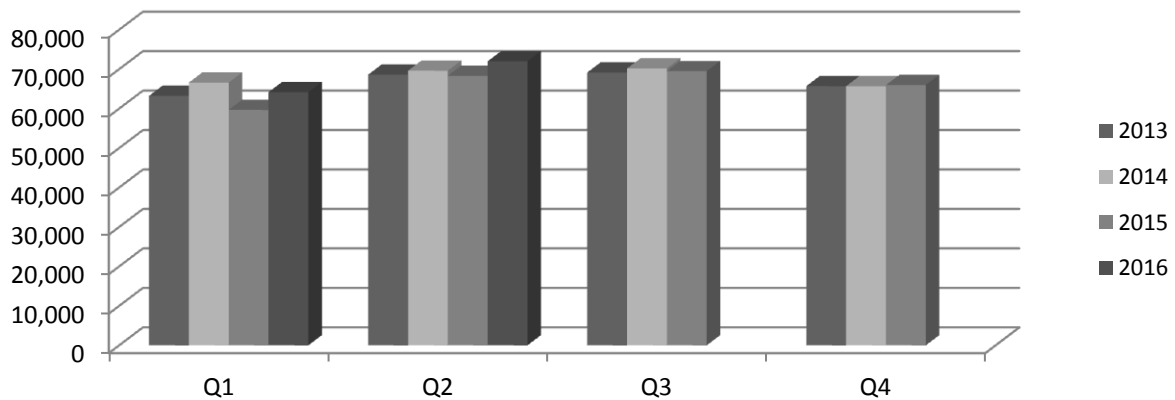


Figure 4: Service Time (Citizen Initiated, Mobile Response)

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.

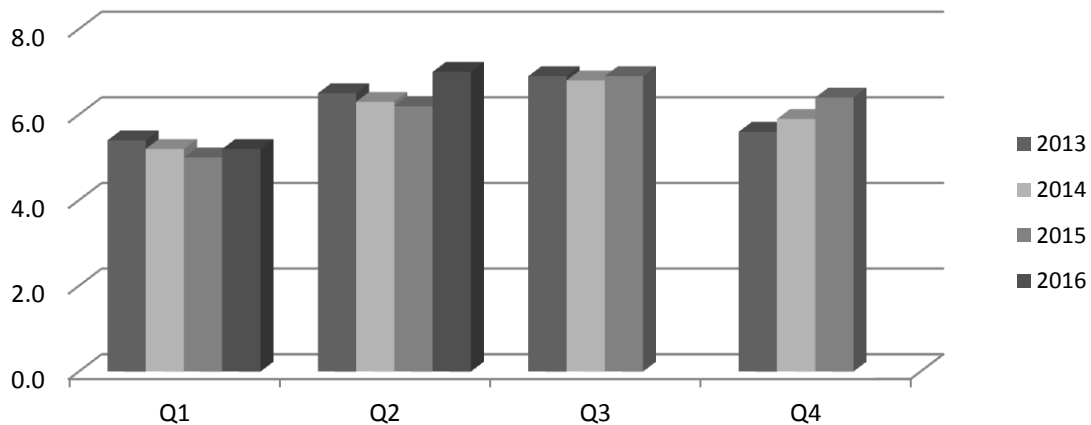


Figure 5: Number of Criminal Code Offences per Officer

In the second quarter, the number of offences handled per officer increased by 12% from the same period last year. Compared to the second quarter last year, there were nearly 1,200 more Criminal Code of Canada Offences across the City. This increase was mainly driven by a 15% increase in Property crimes (+850) such as Theft \$5000 and Under, Break and Enter and Fraud.

CONSULTATION

Not applicable.

FINANCIAL IMPLICATIONS

Not applicable.

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 Municipal Benchmarking Network Canada (MBN-Canada) 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.