

**Report to / Rapport au:**

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

**24 September 2018 / 24 septembre 2018**

**Submitted by / Soumis par:**

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**SUBJECT: PERFORMANCE REPORT: SECOND QUARTER 2018**

**OBJET: RAPPORT SUR LE RENDEMENT : DEUXIÈME TRIMESTRE 2018**

**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 provides insight into evolving demands for service, highlight service improvements, and organizational achievements relative to service standards.

## DISCUSSION

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 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 the variation in the results presented below, a bar graph and control charts have been included. The bar graph helps illustrate actual change over time whereas the control chart helps 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 (UCL/LCL) are calculated from the data.

This Quarterly Performance Report covers the reporting period between April 1 and June 30, 2018.

### 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.

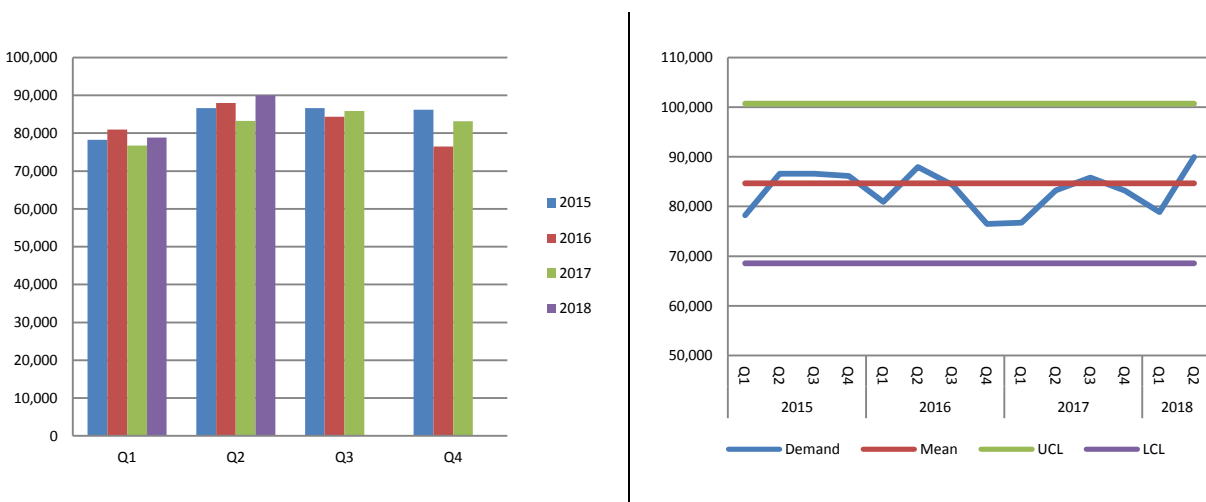


Figure 1: Total Demand for Service

In the second quarter, demand for service grew by 8 percent to nearly 90,000 requests. Approximately 84,000 calls were entered into the OPS computer aided dispatch system (CAD) with another 6,000 received through online reporting.

Dispatched calls, or those entered into CAD, saw an increase of 5,000 calls (7%) compared to the same period last year. Nearly 75 percent (62,300) of all calls required an on scene police presence (mobile response). Reports received online also grew by 36 percent in the second quarter or 1,500 reports compared to 4,300 reported during the same period last year.

As illustrated in Figure 1, despite growth in the second quarter results remain within expected and natural variation. The recent increase will be monitored to determine if a trend develops.

### 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.

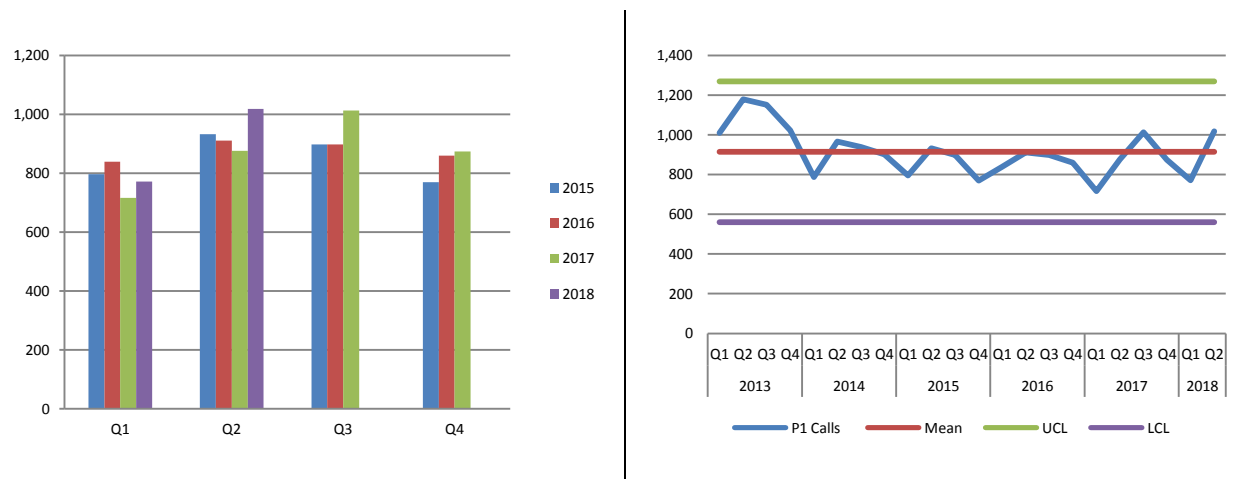


Figure 2: Priority 1 (P1) Calls for Service

In the second quarter, the OPS received 1,000 P1 calls, an increase of 16 percent compared to the same period last year (140). Due to the nature of P1 calls involving bodily injury or death, the majority of these calls (75%) are initially classified as Tiered Response because the Paramedic Service is the primary responding agency.

With the change to the call response protocol in 2012, the volume of P1 calls has normalized in the past five years. The trend demonstrates some season variation but remains relatively consistent within expected variation.

### Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95% of the time. On average the Police Service has achieved this target 94% of the time in the past five years.

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 second quarter, the Service achieved the P1 response performance target responding within 15 minutes 95 percent of the time.

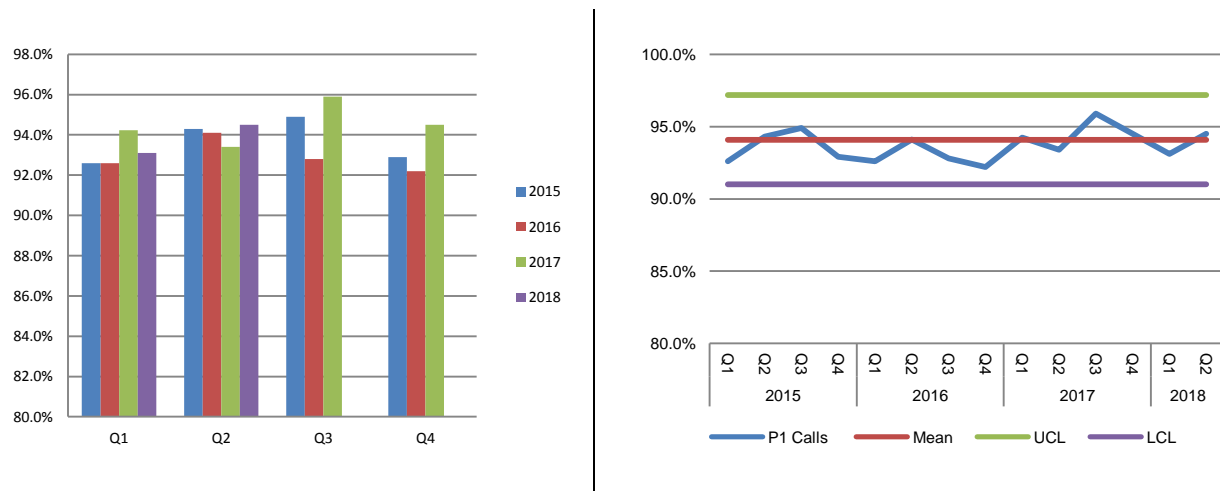


Figure 3: Priority 1 Response Performance (%)

### 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.

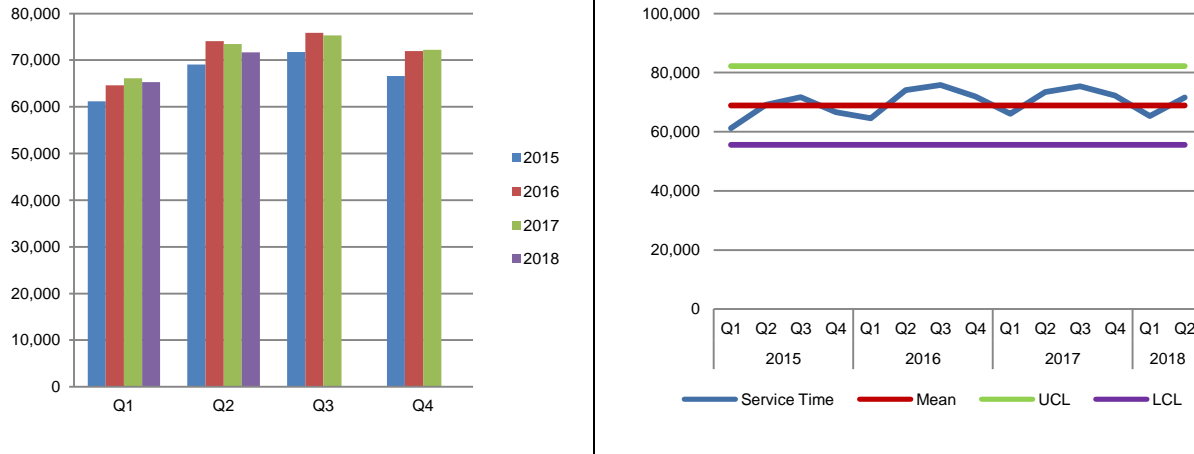


Figure 4: Service Time (Citizen Initiated, Mobile Response)

Despite some minor variation in the second quarter, Service Time remains in line with the five year average. Calls requiring the greatest amount of effort include: Disturbances, Mental Health, Paramedic Assistance, Partner Disputes and Suspicious Incidents.

### 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.

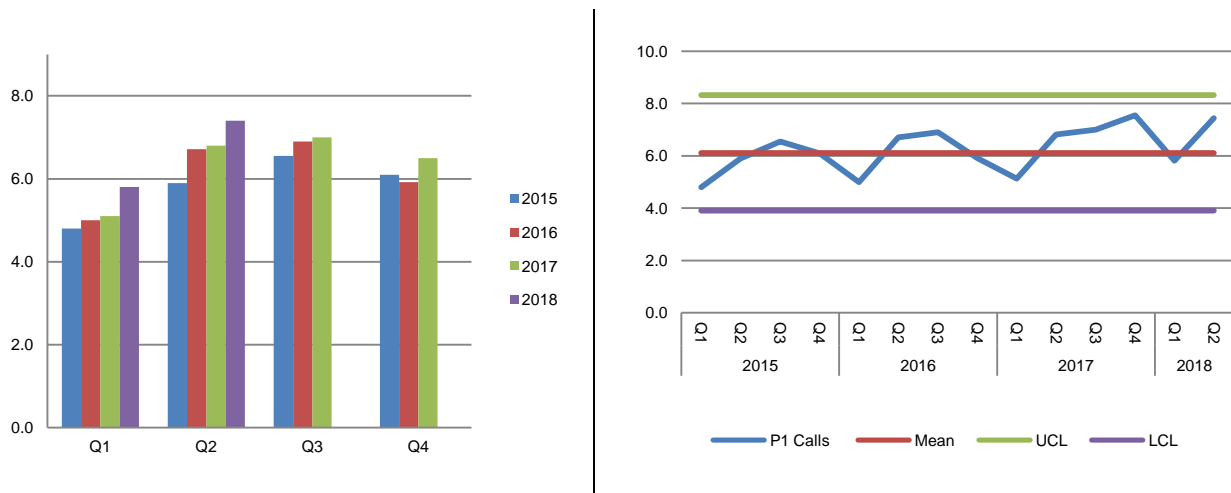


Figure 5: Number of Criminal Code Offences per Officer

In the second quarter, there were 7.4 Criminal Code of Canada offences handled per police member. Second quarter figures have risen above the five year average of 6.7, driven by a 12% increase in reporting and resulting criminal offences.

**CONCLUSION**

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