

	<p>OTTAWA POLICE SERVICE SERVICE DE POLICE D'OTTAWA</p> <p><i>The Trusted Leader in Policing</i> <i>Le chef de file de confiance dans la police</i></p>	<p>REPORT RAPPORT</p>
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DATE: 23 February 2015

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

SUBJECT/OBJET: **PERFORMANCE REPORT: FOURTH QUARTER 2014**

RECOMMENDATION

That the Ottawa Police Services Board receives this report for information.

BACKGROUND

The Ottawa Police Service (OPS) monitors and evaluates information on a variety of performance metrics. The OPS also contributes data to a number of local and provincial initiatives, including the Ontario Municipal Benchmarking Initiative (OMBI) and the Municipal Performance Measurement Project (MPMP). As part of a cooperative effort in sharing performance data, indicators are first presented to the Board, and then forwarded to the City of Ottawa for inclusion in the Performance Report to Council.

DISCUSSION

As part of our commitment to measuring performance, the OPS continues to work with the City by providing selected metrics to be included in the City's performance measurement and 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.

Fourth quarter metrics that cover the reporting period October 1 to December 31, 2014 are now presented to the Board prior to being compiled with other city data for Council.

Total Calls for Service – All Priorities

The OPS received an average of 369,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means. The total number of calls in 2014 declined to 339,295 (-4%) from 354,450 calls in 2013. The decline of 15,155 calls was mainly driven by fewer alarm calls (-1,174 or -8%), Street Checks (-2,000 or -23%) and Traffic Stops (-4,800 or -7%). Firearms amnesty calls also dropped due to the gun amnesty program (Pixels for Pistols) held in 2013 that resulted in 700 more calls that year.

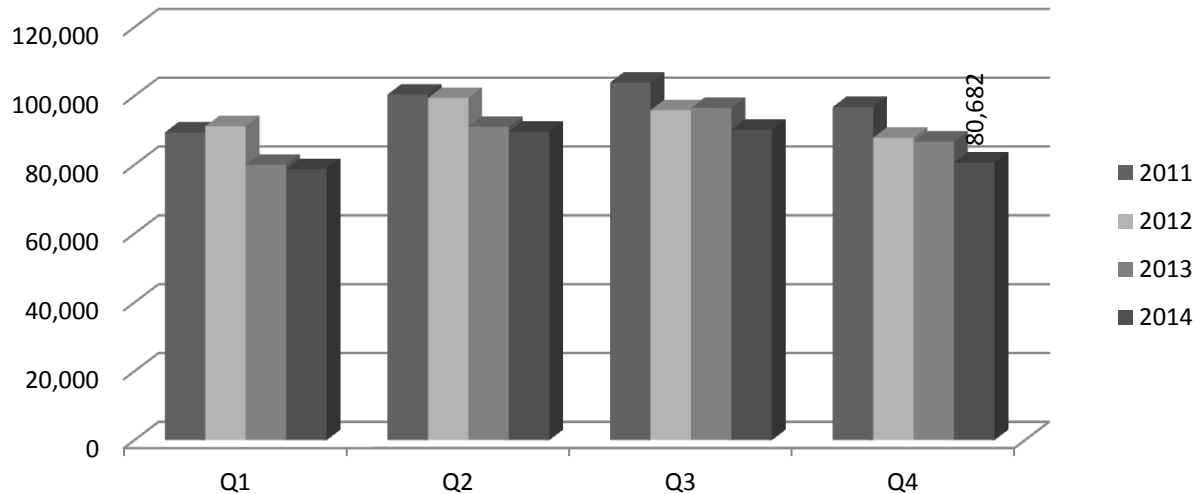


Figure 1: Total Calls for Service (All Priorities)

In the fourth quarter the OPS received 80,682 calls for service, a decline of 6,000 calls (-7%) from the same period last year. The decline in fourth quarter was mainly driven by fewer Traffic Stops and Firearms Amnesty calls.

This quarter also saw major events take place including the attack on October 22, the heightened security after that event and a Guns and Gangs issue that refocused the efforts of several units including Patrol, District and EOD.

There were also fewer Alarm, Accident Property Damage, and Street Check calls received.

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 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. In 2014, the Police Service received 3,500 calls for service classified as Priority 1. The volume of calls declined by -18 percent last year (-788), mainly driven by 400 (-16%) fewer Tiered Response Calls and 100 (-43%) fewer Accidents with Injuries.

The number of calls in the fourth quarter declined by -12 percent to 902 compared to 1,022 calls in Q4 of 2013. The decline of 120 calls was mainly driven by fewer Tiered Response Calls. Reductions in Robberies, Accidents, Assaults and Mental Health calls also contributed to the decline during this period.

Priority 1 Response Performance

The Ottawa Police Service aims to respond to Priority 1 calls for service within 15 minutes, 95 percent of the time. The Service has continued to achieve this standard since the implementation of the Call Response Protocol in June 2012. Last year the organization achieved this performance standard across all four quarters.

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.

In 2014, there was an increase in Service time by two percent to 271,000 hours, despite a slight decrease in the fourth quarter. The cumulative amount time officers spend on calls has fallen below the five year average of 277,500 hours in the past two years.

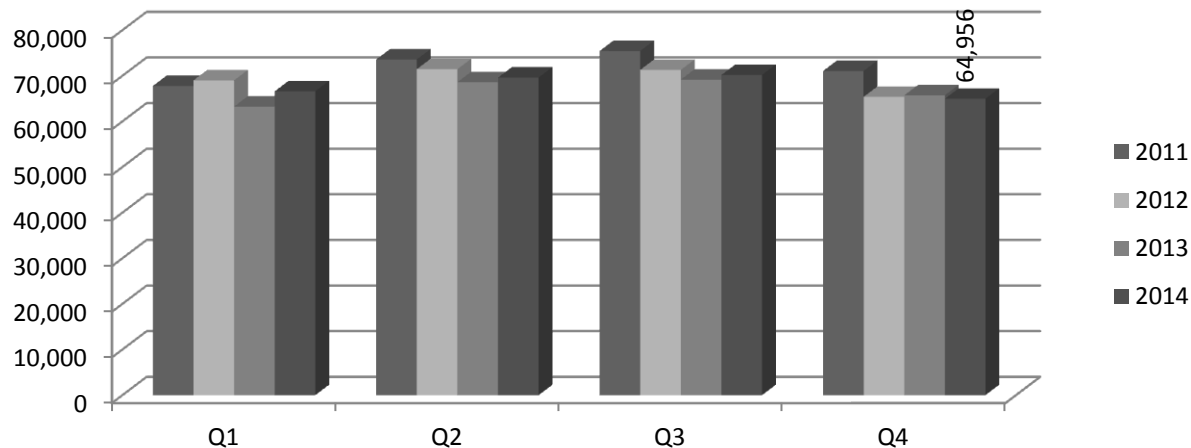


Figure 3: Service Time (Citizen Initiated, Mobile Response)

In the fourth quarter, the Service time decreased slightly by one percent to 65,000 hours compared to 65,700 hours in the same period last year. The slight decrease may be attributed to fewer calls for service during this period.

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.

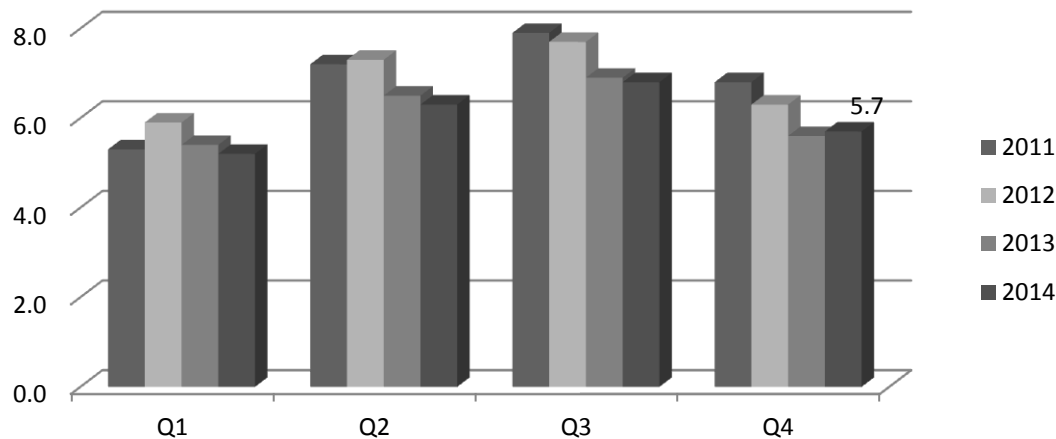


Figure 4: Number of Criminal Code Offences handled per police officer

In the fourth quarter, the number of criminal code offences handled per officer increased by less than one percent to 5.7 offences per officer when compared to 5.6 offences per officer in 2013 Q4. There were 30 more Criminal Code of Canada offences in the fourth quarter compared to the same period last year.

CONSULTATION

The performance metrics presented in this report and subsequently forwarded to Council are part of the Performance Measurement Framework developed with the assistance of a citizens' advisory panel. The metrics are also reported to the public by way of the Ontario Municipal Benchmarking Initiative (OMBI).

FINANCIAL STATEMENT

There is no financial impact from this report.

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the Performance Measurement Framework. Further development of the Monitoring Framework will take place under the Value priority (Goal 2.0) in the 2013-2015 Business Plan. Ottawa Police representatives will continue to serve on the OMBI Police Expert Panel, the national Police Information and Statistics (POLIS) Committee, and other venues that contribute to the ongoing discussion, improvement, and transparency of police performance measures.

(Original signed by)

Charles Bordeleau
Chief of Police

Responsible for report: Superintendent Terrance Cheslock